U.S. Department of the Interior

National Business Center

Customer Agreements System

CUSTOMER AGREEMENTS SYSTEM USERS GUIDE

Version 1.0
February 2003

TABLE OF CONTENTS

WELCOME TO THE CUSTOMER AGREEMENTS SYSTEM

Welcome to the Customer Agreements System (CAS), the U.S. Department of the Interior's National Business Center's Web-based application to create and process Inter-Agency Agreements. The Customer Agreements System helps you to manage all phases of the Inter-Agency Agreement process, including specifying requirements, obtaining NBC and Customer approvals, financial management system interface, billing set-up, Agreement administration research, and reporting.

USING THIS GUIDE

This guide describes how to use the Customer Agreements System (CAS) to manage the Inter-Agency Agreement process.

It contains seven parts:

A. PART I – CUSTOMER AGREEMENT BASICS

This part provides an overview of the Customer Agreement System, the agreement processing methodology, how to access the application, the site layout and how to Search for an existing agreement.

B. PART II – CREATING AN AGREEMENT TRANSACTION

This part provides information on the role of the Creator and how to create and approve an agreement transaction to be routed for NBC directorate approval.

C. PART III – NBC DIRECTORATE APPROVAL PROCESSING

This part provides information on the roles of the Business Line Manager, the Assistant Director's and DOIU President in reviewing and processing agreement transactions for NBC directorate approval prior to mailing to the customer for approval.

D. PART IV – CUSTOMER APPROVAL

This part provides information about how customers can review and approve their agreement and mail it back to the NBC Finance Office for follow-up processing.

E. PART V – NBC FINANCE OFFICE

This part provides information about the role of NBC Finance Office users in matching returned, customer approved agreements with their respective electronic version and how to complete the entry of customer supplied information so that the agreement transaction can be routed to the NBC Budget Officer for approval.

F. Part VI – NBC Budget Office

This part provides information on the role of the NBC Budget Office in reviewing and approving agreement transactions.

G. Part VII – Other Features, Functions & Considerations

This part includes information on how to: copy an existing agreement transaction; modify an agreement transaction; print an agreement transaction; the Reports function; and ER and RALoad processing considerations.

ONLINE RESOURCES

The Customer Agreements System includes the following online resource:

Customer Agreements System Online Help provides immediate answers to questions that arise as you work within the Customer Agreements System. It describes the terms and defines the fields used in creating and processing agreement transactions.

PART I – CUSTOMER AGREEMENTS BASICS

This part discusses the overall Customer Agreement process and how generally to search for, create, route and approve within the Customer Agreements System, agreement transactions that document the agreement between the NBC and its customers for product(s) and/or service(s) that will be provided during a specific time period, under specific circumstances, and at an identified price.

CHAPTER ONE – INTRODUCTION

Welcome to the Customer Agreements System, the U.S. Department of the Interior's National Business Center's Web-based application used to create and process Inter-Agency Agreements. The Customer Agreements System is accessed over the Internet via a Web browser.

> **NOTE:** At times, customer organizations prefer to prepare their own Inter-Agency Agreement and provide the completed paper forms to the NBC for review and approval. ***These agreements created and approved by the Customer and the NBC outside of the System must be entered into the Customer Agreements System.*** An "outside" paper agreement can be scanned into the System and saved as an attachment once the information for that agreement is key-entered into the Customer Agreements System using the Add a New Agreement feature. Please contact your directorate Site Administrator for further information on how to get 'outside' agreements entered into the application. ***In all cases, 'Outside Agreement Transactions' are required to be entered into the System.***

The Customer Agreements System simplifies and organizes Inter-Agency Agreements by providing systematic control over the agreement process. Its key benefits are:

- Create new agreements either from scratch or by copying an existing agreement including the Statement of Work and Route List;
- Identify and/or update the approver(s) assigned to review and/or approve each Agreement Transaction using the Route List features;
- Locate a specific Agreement Transaction(s) using robust Search features;
- Check on the status of an agreement using Status Reports;
- Approve Agreement Transactions with e-signatures; and
- Have a historical inventory of completed Agreement Transactions.

Email notifications are sent to each/every Route List Route Path approver and reviewer reducing the time it takes to fully review and approve an Agreement Transaction.

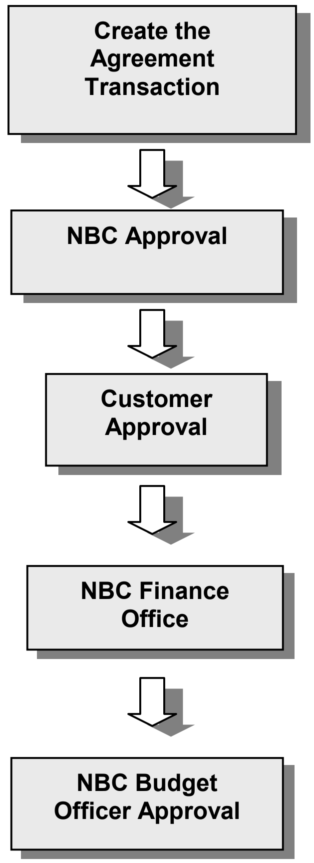
The Customer Agreements System also features a sophisticated interface with the Federal Financial System (FFS) to automatically establish estimated and final reimbursable documents. By linking the Customer Agreements System to the finance system, the benefit of time saved by avoiding the need to re-key transactions is realized.

Other Customer Agreement System features include:

- Secure, persistent session management using Secure Socket Layer (SSL) and User Authentication
- Electronic User Registration
- Automatic generation of Agreement Number
- Web-enabled, browser accessible application available almost anytime from anywhere
- Inter-Agency Agreement Forms, Statement of Work and Route List preparation with data validation to ensure data integrity
- Audit Trail and Status Reports
- On-line help utility
- In compliance with DOI/NBC IT architecture

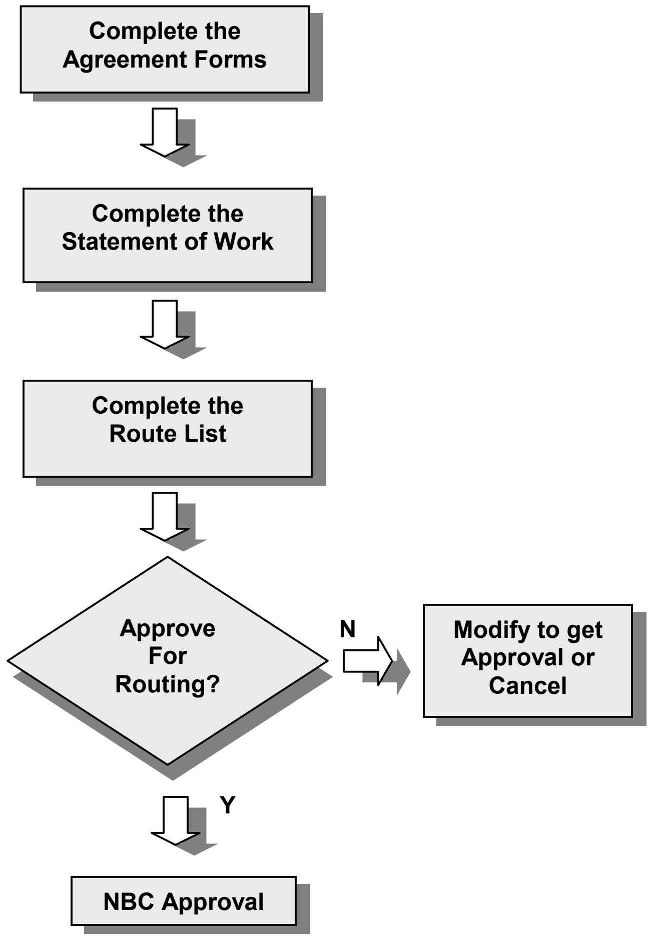
THE CUSTOMER AGREEMENT PROCESS

Creating and fully approving Inter-Agency Agreement Transactions within the Customer Agreements System involves five phases:



Throughout each phase, users can research the status of any Agreement Transaction by searching, selecting and then reviewing a Status Report.

The process of creating and approving the agreement transaction so that it routes to each/every Approval Authority on the Route List involves four phases:



A Draft Agreement Transaction consists of an Agreement Form [all required fields contain valid data], a Statement of Work [containing at least one Activity and one Task] and a Route List [containing at least Business Line Manager and Budget Officer Route Paths].

Creators are users within the application who have the ability to create Agreement Transactions and can subsequently approve them for NBC Approval routing. The Creator can develop an Agreement Transaction over a period of time or all at once. The Creator supplies and submits all of the required information on the Add a New Agreement page and the Agreement Number Wizard automatically assigns a number to the Agreement Transaction. From this point, the Agreement Transaction is identified by its corresponding Agreement Number and can be searched and selected for review, approval processing, and/or input of additional information.

Complete the Agreement Forms: The Creator completes the Agreement Forms by filling-in all of the required information on a new agreement [or edits the information contained in a copy or modification of a prior agreement], so that the Agreement Form information suits the need at hand.

Complete the Statement of Work: The Creator develops the Statement of Work for a new agreement by using the Task Manager and Activity Manager wizards [or edits the Statement of Work information contained in a copy or modification of a prior agreement], so that the Agreement Transaction contains at least one Activity and one Task under that Activity and fits the need at hand.

Complete the Route List: The Creator develops the Route List for the Agreement Transaction either by selecting one from the My Organization Saved Lists or constructing a new one from scratch. Saved Route Lists can be edited for the need at hand and the edited list can be saved under a different name for future ease of access.

Approve for Routing: When complete, the Creator approves the Agreement Transaction for routing and can input an optional approval note that is viewable by other users of the application.

Only a Creator can Cancel his/her own Draft agreement to clear it from the system if there is no longer a need for it. Cancellation of Draft agreements within the system removes the Draft Agreement Transaction from a Creator's list of search results and makes searching for a specific agreement more manageable.

NBC APPROVAL

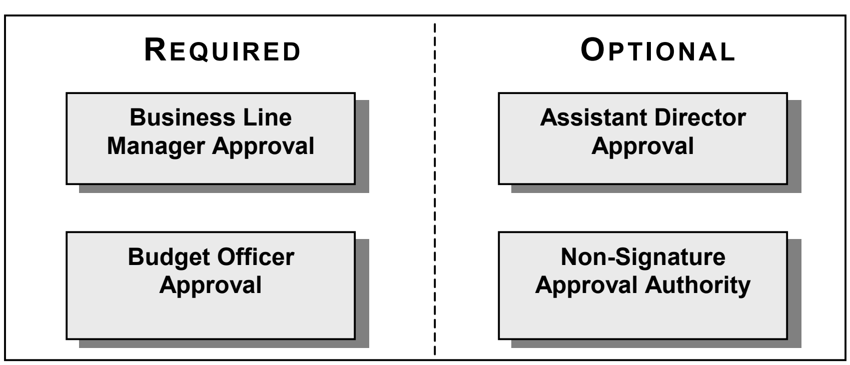
Once an Agreement transaction has been approved for routing by the Creator, it must be approved within the NBC before it can be printed and mailed to the Customer Organization for approval. This NBC approval involves a multi-phased review and approval process. The Directorate creating the agreement governs NBC approval processing.

Products and Services Directorate Agreement Transactions require both Business Line Manager and Assistant Director approval for agreements with new customers, or on-going agreements with existing customers whose revenue estimates are +/- 10 percent from the previous period and/or involve additional staff resources than the prior Inter-Agency Agreement. Products and Services Directorate Agreement Transactions that carryover from one period of performance to another and are documented in a new agreement and don't meet the criteria just described, only require Business Line Manager approval prior to being sent to the customer organization contact.

Agreement Transactions for the Administrative Operations Directorate, DOI University and Office of Aircraft Services always require both Business Line Manager and Assistant Director Route Path approvals prior to mailing to the Customer Organization for review, approval and return.

There are up to four different Route Path Approval Authorities that can be included on a Route List:

ROUTE PATH APPROVAL AUTHORITIES



In order for a Route List to be valid, at the very least it must contain the Business Line Manager and the Budget Officer's approval.

> **NOTE:** The Business Line Manager approval occurs before the agreement transaction is sent to the customer as part of NBC Approval. Budget Officer Approval occurs after the approved and signed agreement is returned from the customer and is described in the section titled, "NBC Budget Officer Processing."

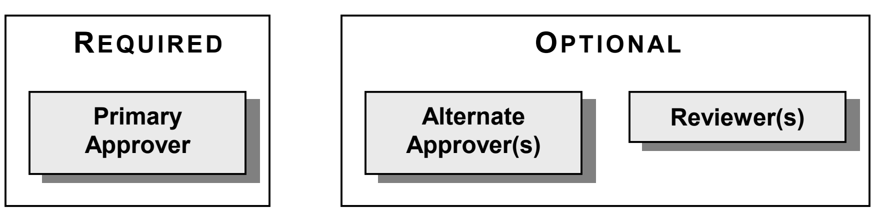
These two required Route Paths along with the Assistant Director approval Route Path are considered Signing Route Paths within the application.

> **NOTE:** A user assigned any one of these three signing Privileges and assigned to be a signing Route Path approver [primary] for an agreement needs to have a signature image on file within the system. Once the user clicks the Approve button within an agreement and approves the agreement transaction, his/her signature image is automatically affixed to the Agreement Form Block 13 NBC Approval Section.

One Primary Approver is required for each and every Route Path Approval Authority contained within a Route List. Each Route Path Approval Authority may also contain an Alternate Approver(s) and Reviewer(s) that are selected by the Creator at the time the Agreement Transactions' Route List is created or subsequently updated by anyone that is identified on the Route List.

There are up to three different identities that can be specified for each Route Path contained in an Agreement Transaction Route List:

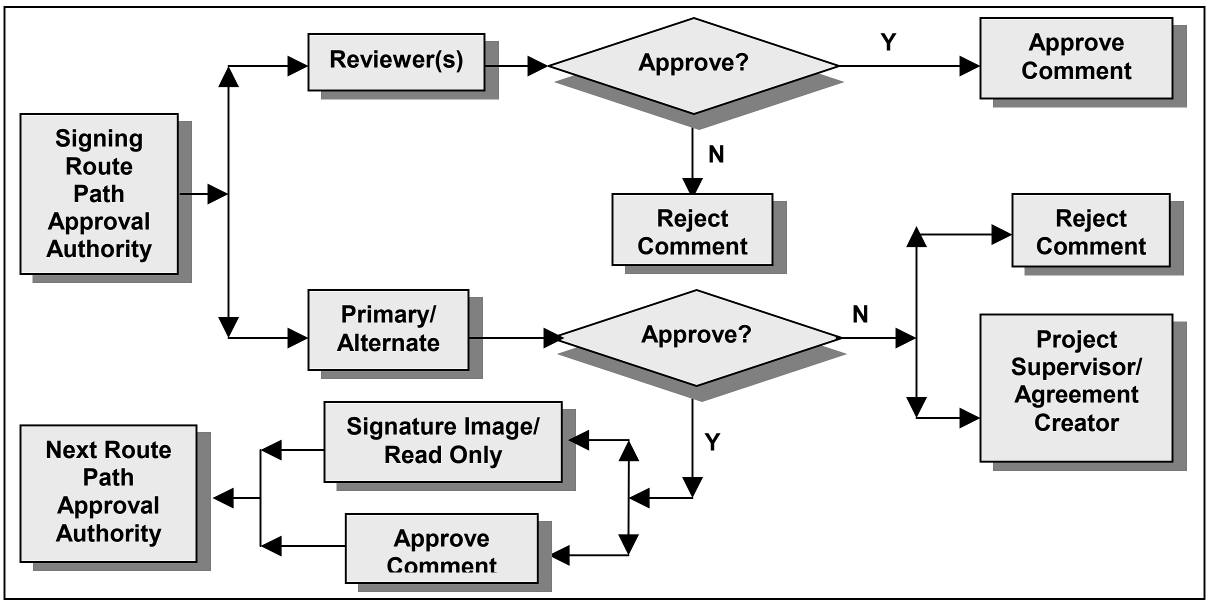
ROUTE PATH IDENTITIES



Each Route Path Identity identified on a Route List can Approve or Reject each Agreement Transaction that is currently undergoing review and approval. A Reviewer approval or rejection is for informational purposes. Like the Creator, each/every approver and reviewer can add a note to record his/her comments about the Agreement Transaction.

> **NOTES:** As soon as the first Primary or [if identified] Alternate signing approver [usually the Business Line Manager] approves an agreement transaction, all previously entered transaction information is frozen and becomes Read Only and the agreement is routed to the next Approval Authority within the Route List. As soon as approved by the first approval authority, previously entered information can no longer be modified by anyone unless the agreement transaction requires Assistant Director approval and it is rejected at that level. In cases of rejection, transactions are returned to the Creator and can be subsequently edited. In these cases, all prior signed approvals are removed and the revised transaction undergoes NBC Approval as described here once the Creator approves it.

ROUTE PATH PROCESSING WITHIN A ROUTE LIST



If identified, a Reviewer(s) for each Route Path Approval Authority can:

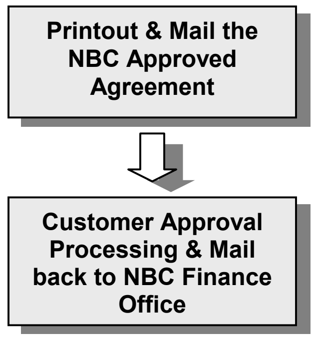
- Review the Agreement Transaction;
- Approve or reject for informational purposes;
- Add a comment; and
- Edit the agreement [if the Creator made the Business Line Manager Route Path Approval Authority editable and another signing approver hasn't yet approved the agreement transaction].

Once a Primary or Alternate Business Line Manager approves the Agreement Transaction, the Agreement Form and Statement of Work become Read Only and cannot be edited further even though another Route Path(s) on the Route List may have originally had the Editable indicator box set to 'Yes'. The Business Line Manager approval binds the approving users' signature image to page 2 of the Agreement Form. Thereafter, only the NBC Finance Office can add customer supplied approval information on the Agreement Transaction.

NOTE: Business Line Manager approval or Assistant Director approval [if included on Route List] triggers a process that uploads information to the Federal Financial System (FFS). This process creates an Estimated Reimbursement (ER) document in the FFS.

Whenever a Primary [or Alternate] Signing Route Path Approval Authority rejects an Agreement Transaction, it is automatically sent back to the Creator for action.

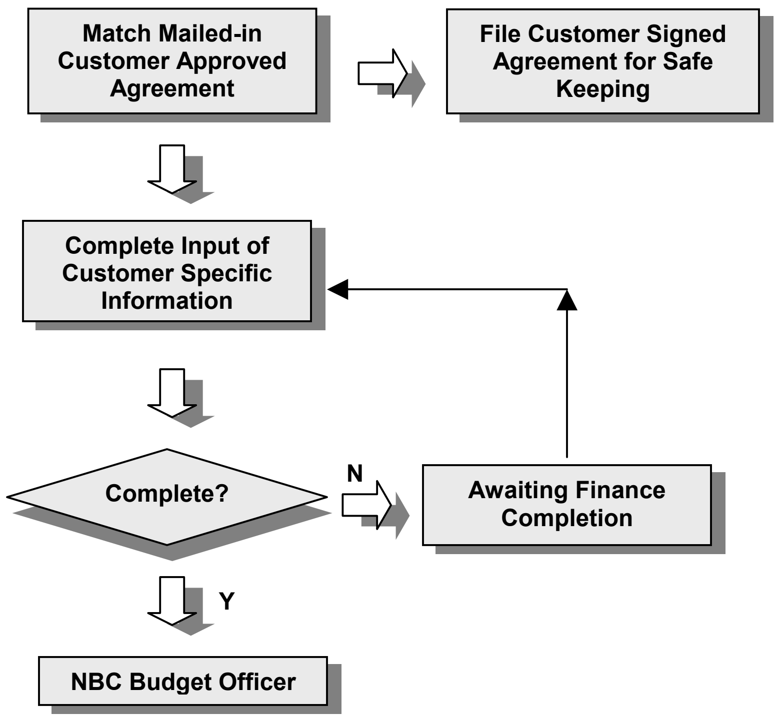
The process of obtaining customer approval of NBC originated Agreement Transactions involves two phases:



Printout & Mail the NBC Approved Agreement: The Creator creates a cover letter outside of the application that contains instructions for the customer organization to follow including fields that must be completed by the customer. The printed Cover Letter, NBC Approved Agreement [containing the NBC approval signature image(s)] and the self-addressed mail back mailer [identifying the appropriate NBC Finance Office for follow-up processing], are sent to the Customer for approval processing.

Customer Approval Processing & Mail back to NBC Finance Office: The Customer Organization reviews the NBC Approved Agreement, fills-in appropriate information on the Agreement Form(s), signs, dates the agreement, and mails it using the self-addressed mailer to the NBC Finance Office responsible for receiving the agreement transaction, either Denver, CO or Washington, DC.

The steps involved in the NBC Finance Office process of obtaining customer approval of NBC originated Agreement Transactions is described below:



When logged into the application, designated users assigned a Finance privilege can view Agreement Transactions selected from their search results with a Status pre-set to Awaiting Finance Approval. Product and Services Directorate Agreement Transactions that have completed NBC Approval appear in a status of 'Awaiting Product Finance Approval'. All other transactions that have completed NBC Approval appear in a status of 'Awaiting Administrative Finance Approval'.

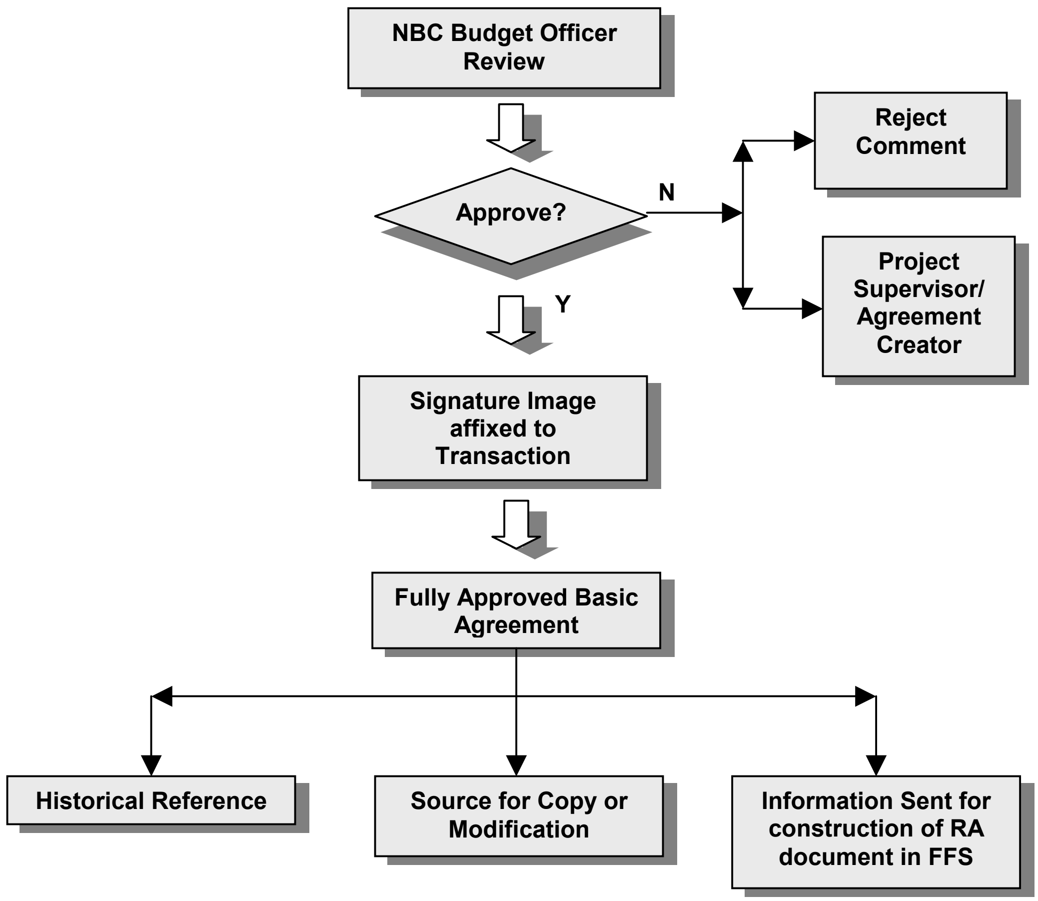
Match Mailed-in Customer Approved Agreement: Using the Agreement Number from the mailed back, customer approved, paper agreement to search on, a user in the finance office having finance office privileges within the application, logs into the application and navigates to that matching transaction.

Complete Input of Customer Specific Information: The information the customer entered onto the paper Agreement Form is entered into the corresponding data input boxes on the respective Agreement Form pages.

Complete: Once all of the required information is input by the finance office user, the input box on the bottom of the last page of the Agreement Form asks, "Have all of the Customer signatures been received and the agreement ready to be locked by the finance officer and forwarded to the Budget Officer?" Answering 'Yes' to this question locks the customer information input by the finance office user and the Agreement Transaction routes to the NBC Budget Officer. The status of the Agreement Transaction remains Approved by Assistant Director [or Approved by Business Line Manager for on-going Products & Services Agreements] throughout NBC Finance Office processing. The transaction won't route to the Budget Officer as long as the answer to this question remains 'No'.

NBC BUDGET OFFICER APPROVAL

Once the finance office has completed the input of the customer supplied information as described in the previous section, users privileged as an NBC Budget Officer and identified on the Route List are able to approve the agreement transaction. The steps involved in the NBC Budget Officer review and approval process are described below:



When logged into the application, designated users assigned the Budget Officer privilege review and approve or reject Agreement Transactions that have been routed to them.

NBC Budget Officer Review: Users assigned the Budget Officer privilege login and are taken to the Search screen which displays at the bottom of the page the results of all Agreement Transactions within the system that currently have a status of "Awaiting Your Approval".

Approve: The user with Budget Officer privilege selects the appropriate Agreement Transaction by clicking on the Agreement Number to review its contents. A decision is made on whether or not to approve it. The NBC Budget Officer can either approve or reject the Agreement Transaction.

Signature Image Affixed to Transaction: When approved by the Budget Officer, that users' signature image is placed along with his/her name and title onto the Agreement Form.

Fully Approved Basic Agreement: Once an agreement is Approved by Budget Officer, it is a fully completed agreement.

> **NOTE:** Agreements with a status of Fully Approved Basic Agreement can serve as a source transaction from which to subsequently modify the agreement or use it as a shortcut in creating a new agreement by copying the transaction into a newly assigned Agreement Number and edit it to suit the specific circumstances at hand.

Agreements approved by the Budget Officer also serve two other important functions:

1. They are an electronically recorded, searchable historical reference archive.

2. Agreements in this state trigger an interface process that uploads information to the Federal Financial System (FFS). This automated process requests the previously uploaded Estimated Reimbursement (ER) document be turned into a Customer Agreement Setup (RA) document.

CHAPTER TWO – GETTING STARTED

This chapter introduces the Customer Agreements System and explains how to begin. The Chapter describes:

- Accessing the Customer Agreements System Site
- The Customer Agreements System Site Layout
- Starting the Customer Agreements System Application
- The Customer Agreements Search Window
- Changing Passwords

ACCESSING THE CUSTOMER AGREEMENTS SYSTEM SITE

The Customer Agreements System can be launched on a workstation from a Web browser.

To start the Customer Agreements System:

Open the Web browser and type the Customer Agreements System URL, http://ec21.nbc.gov/customeragreement.html. Please contact your site administrator if you are unable to access the system.

The Customer Agreements System site layout contains a non-secure area that consists of:

Non-secure area Navigation Bar Choices

- Home page:
- Contact Us page;
- Help page; and
- Login page.

With the exception of the Login page, these areas provide information about the Customer Agreements system. Each of these areas can be accessed using either the navigational bar near the top of the page or the footer links located at each page bottom. The secure area of the application can be accessed by logging into the Customer Agreements System.

The Customer Agreements System can be launched on a workstation from a Web browser.

To Login to the Customer Agreements System:

1. Open the Web browser and type the Customer Agreements System URL. Contact the site administrator for your directorate if you do not have the correct path.
2. Click on the Login tab. The Login page opens.
3. In the **UserID** box, type or select your National Business Center assigned email address. If you do not yet know your email address or it has not yet been assigned, contact the site administrator for your directorate.
4. In the **Password** box, type in the password assigned to you by the site administrator for your directorate.

5. Click the **Login** button. The Customer Agreements System opens and displays the Search Page and at the bottom the list of any/all Agreement Transactions that met the users' initial search criteria are queued up and awaiting the users' review.

6. To exit the Customer Agreements System, click the **Logout** button located on the navigation bar in the upper-right side of the window.

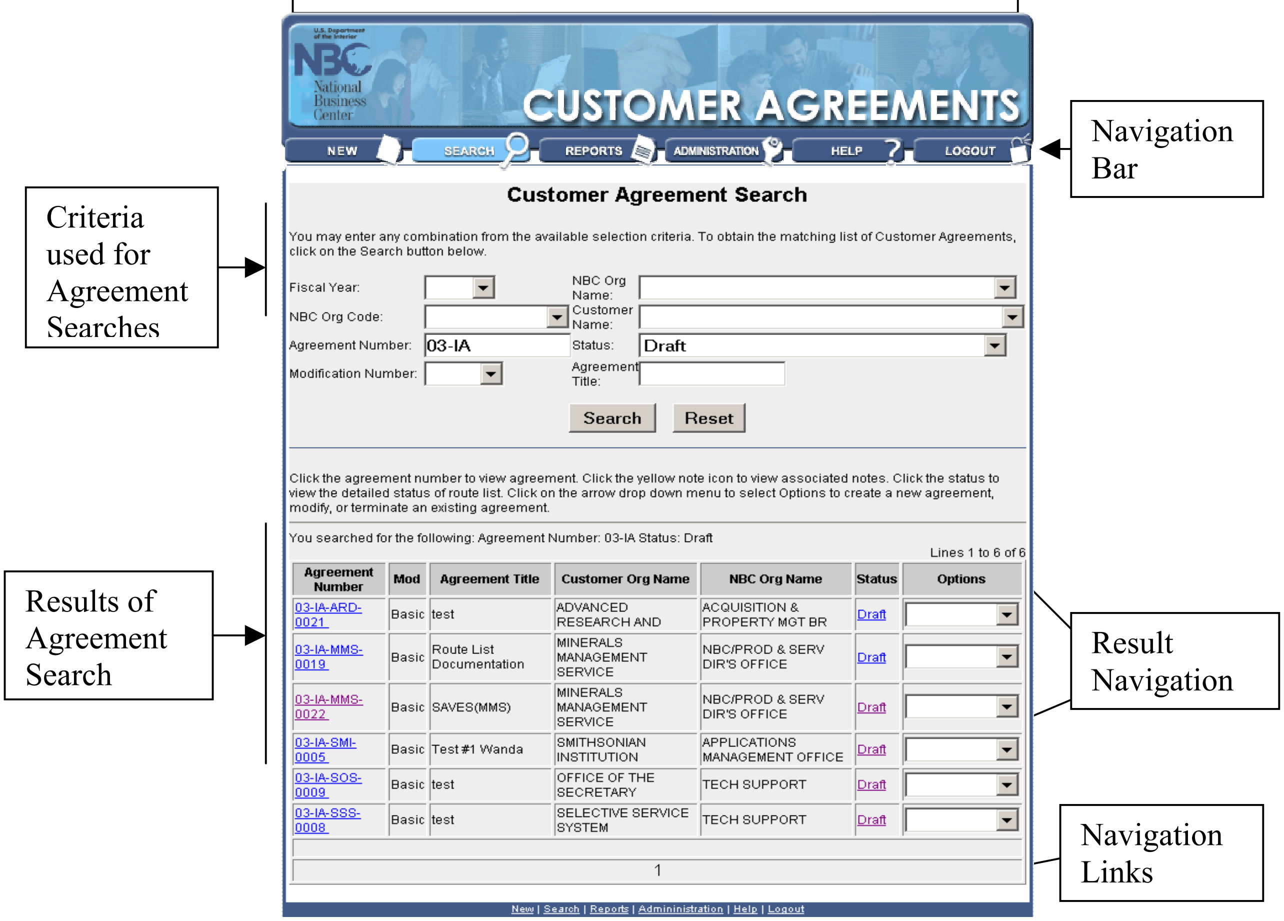
The Customer Agreements System Search Window

When the user logs into the system, the Customer Agreements Search window opens. A default agreement search will be run as part of the Login process and the results obtained vary depending on the assigned user privilege(s).

The Search window is divided into three main areas:

1. The application **Header** and **Navigation Bar** at the top of the page and the **Navigation Links** at the bottom of the page. These features remain constant on every page within the application. Using the Navigation Bar or Navigation Links, a user can access other areas of the application including: **New** [to create a new agreement from scratch]; **Search** [to search for any agreement within the application]; **Reports** [to generate specific standard agreement reports]; **Administration** [to maintain your own password]; **Help** [to obtain additional information about how to create and process agreements within the application]; and **Logout** [to exit the secure side of the application].

Customer Agreements Search Screen



2. The criteria [that can be used individually or in combination with one another to search for an existing agreement(s)] appear in the top portion of the window. Use the different criteria to submit searches and further refine and narrow the list of matching agreement search results until you locate the existing agreement.

> **NOTE:** The search tool is an important feature that permits users to locate the agreement(s) you need to work with.

3. The Agreement Transactions, sorted in Agreement Number order appear in the lower portion of the window. The first 10 matching results are displayed. Matches beyond the first 10 can be navigated to using either the arrow head(s) at the top right-hand side of the matching result area or the numbered result page links that appear centered near the window bottom. Ten results per window display at a time regardless of how many total agreements matched the submitted search criteria.

CHANGING PASSWORDS

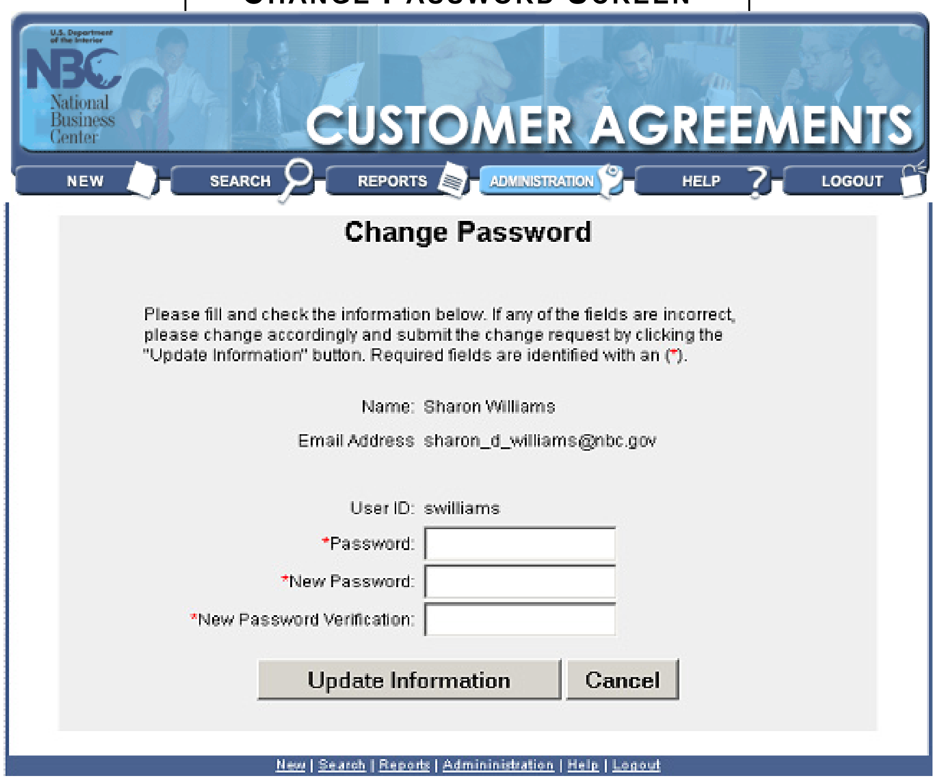
Users can change their own password for starting the Customer Agreements application.

> **NOTE:** The administrator can change, override and deactivate a user's password. For more information, refer to the Customer Agreements' Administrator's Guide.

To change a password:

1. On the center of either the header Navigation Bar or footer Navigation Links, click the Administration button and choose **Change Password**. The Change Password window opens.

CHANGE PASSWORD SCREEN



2. In the Password box, type your old password.
3. In the New Password box, type the new password.
4. In the New Password Verification box, retype the new password.
5. Click Update Information to complete your password change.

PART II – CREATING AN AGREEMENT TRANSACTION

An Agreement Transaction must be created and approved within the Customer Agreements System before it can be routed for NBC approval. The process of creating a valid agreement transaction includes completing all the required Agreement Form and Statement of Work information, completing a Route List using either a previously saved list or creating a new one from scratch, and approving the draft agreement transaction for routing. A description of each of these steps is described in this Part.

CHAPTER THREE – ADD A NEW AGREEMENT

Completing the Agreement Form

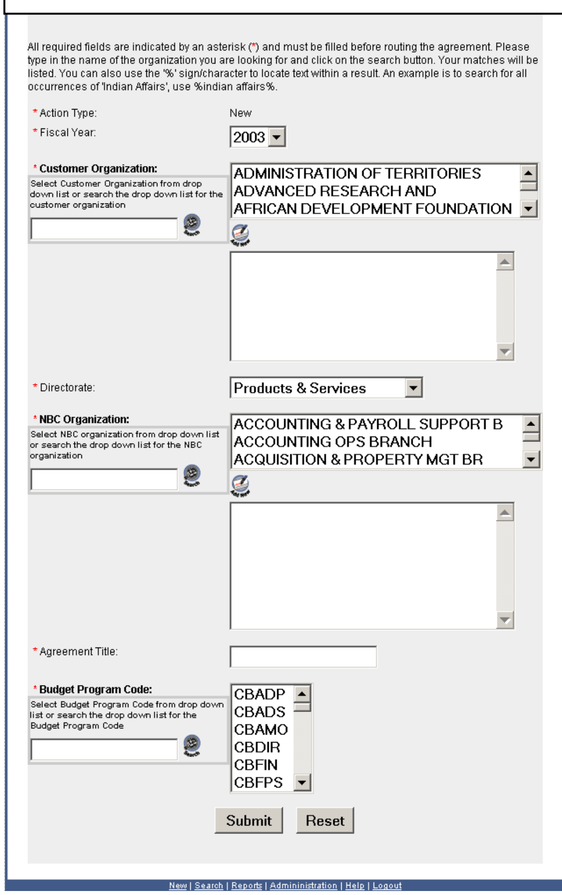
The **Creator**, in consultation with the **customer**, determines the level and type of NBC support required to formulate a new agreement with a new customer or for an on-going agreement with an existing customer. The **Creator** coordinates with other business lines anticipating they will be involved in providing resources as part of the agreement and identifies the information needed to formulate **the Statement of Work** and **Agreement Form** information, e.g. ADP for telecommunications support, database support, etc.

Using the information gathered for the agreement, the **Creator** opens his/her Internet browser, navigates to the Web-based **Customer Agreements** application, and can:

NEW

1. Click **Login**. Enter a valid **UserID** and **Password** and click on the Login button. Then click on the **New** tab. The **Add a New Agreement** window opens.

ADD A NEW AGREEMENT SCREEN


All required fields are indicated by an asterisk (*) and must be filled before routing the agreement. Please type in the name of the organization you are looking for and click on the search button. Your matches will be listed. You can also use the '%' sign/character to locate text within a result. An example is to search for all occurrences of 'Indian Affairs', use %indian affairs%.

* Action Type: New
* Fiscal Year: 2003

*** Customer Organization:**
Select Customer Organization from drop down list or search the drop down list for the customer organization
ADMINISTRATION OF TERRITORIES
ADVANCED RESEARCH AND
AFRICAN DEVELOPMENT FOUNDATION

* Directorate: Products & Services

*** NBC Organization:**
Select NBC organization from drop down list or search the drop down list for the NBC organization
ACCOUNTING & PAYROLL SUPPORT B
ACCOUNTING OPS BRANCH
ACQUISITION & PROPERTY MGT BR

* Agreement Title:

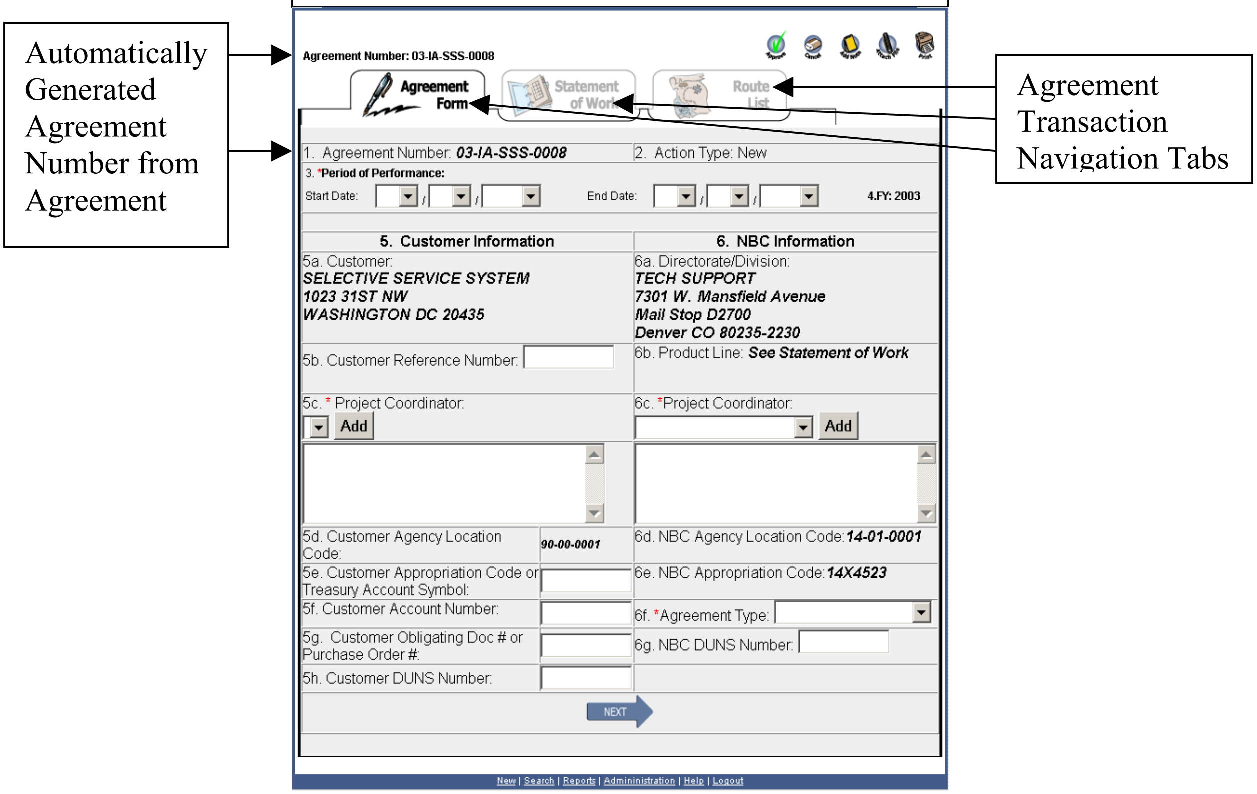
*** Budget Program Code:**
Select Budget Program Code from drop down list or search the drop down list for the Budget Program Code
CBADP
CBADS
CBAMO
CBDIR
CBFIN
CBFPS

Submit Reset

New | Search | Reports | Admininistration | Help | Logout

2. Complete the information on the **Add A New Agreement** page. Click on 'Submit', and he/she is taken to the **Agreement Form** with the **Agreement Form tab** highlighted. A unique **Agreement Number** is automatically generated by the system from the prior **New Agreement Number Wizard** window data input;

AGREEMENT FORM PAGE 1 SCREEN



3. Fill-in information on both the **Agreement Form** and the **Statement of Work** by clicking on the corresponding tab within the Agreement Transaction.

4. The **Creator** at a minimum must complete all of the required information on the **Agreement Form** and the **SOW** before the Creator can **approve** it and route it to the next approval level **Route Path** identified on the **Route List**.

NOTE: Required information fields are indicated by a red asterisk (*).

5. The Creator can partially complete **Agreement Form** and/or **SOW** information in the sequenced sections of the **Agreement Transaction** with the intention of completing these sections later.

NOTE: The **partially completed agreement information is saved** by processing each section (clicking on the Submit button for that section) prior to logging out or navigating to another area of the application. Later, the **Creator** can search and recall the partially completed **Draft** agreement and input the remaining information to make the Agreement Transaction complete and ready to route.

NOTE: Some of the Information entered on both the **Add a New Agreement** page and the **Statement of Work (SOW)** flows to corresponding sections of the **Agreement Form**. As a result, several of the **Agreement Form** entries cannot be entered or edited directly on the **Agreement Form** and must be entered or edited in the SOW.

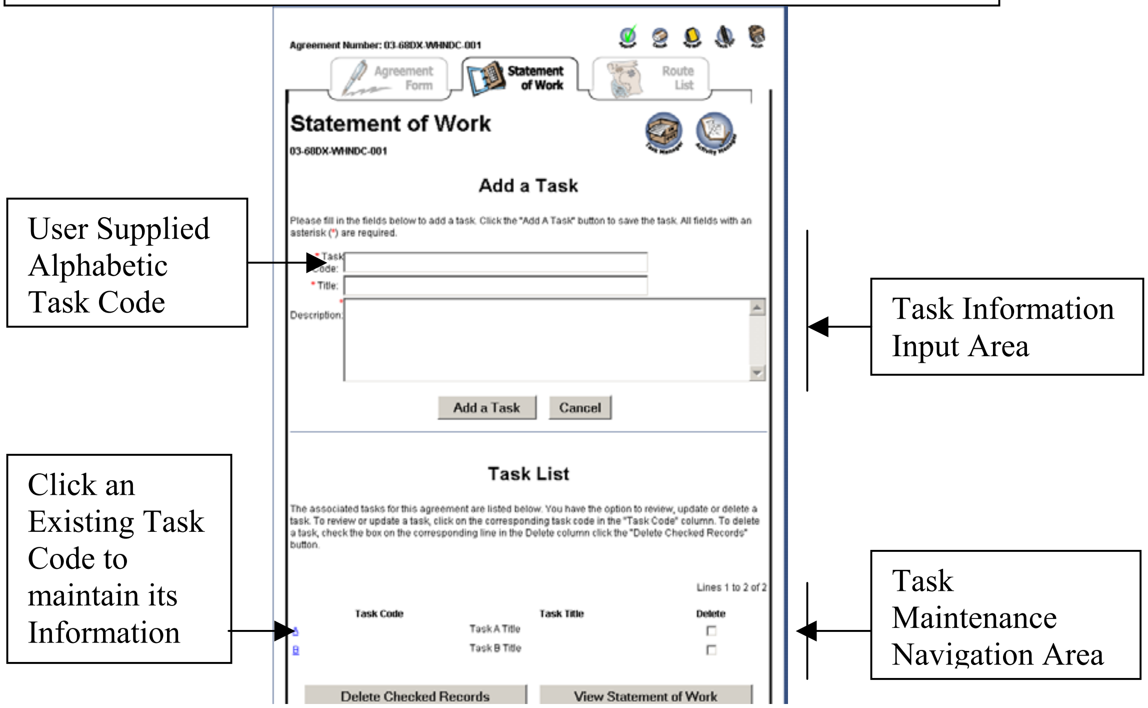
Completing the Statement of Work

To create a Statement of Work for the agreement transaction, the Creator must complete the Task and Activity structure of the SOW by clicking on the **Task Manager** and **Activity Manager** icons for the new or on-going agreement and filling in at least the minimum required information.

NOTES: Every new or copied agreement transaction must include a valid Statement of Work before it can be successfully approved for routing. A Statement of Work is constructed in a structured hierarchy consisting of tasks that are superior and activities that are subordinate and support each task. A valid Statement of Work contains at least one Task with at least one supporting Activity that further sub-divides and describes each task. Tasks and activities each have required fields that must be filled-in for the Statement of Work to be valid.

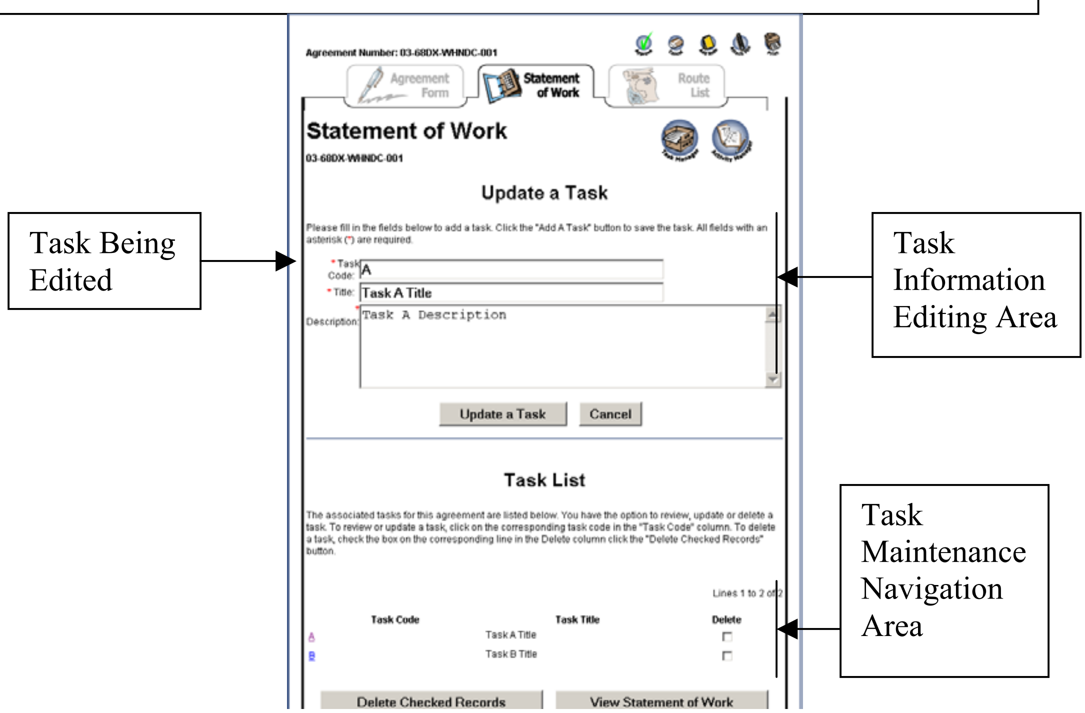
Clicking on the Task Manager Icon within the Statement of Work of an editable agreement displays the following page and enables the agreement creator to add a task(s):

STATEMENT OF WORK TASK MANAGER ADD A TASK SCREEN



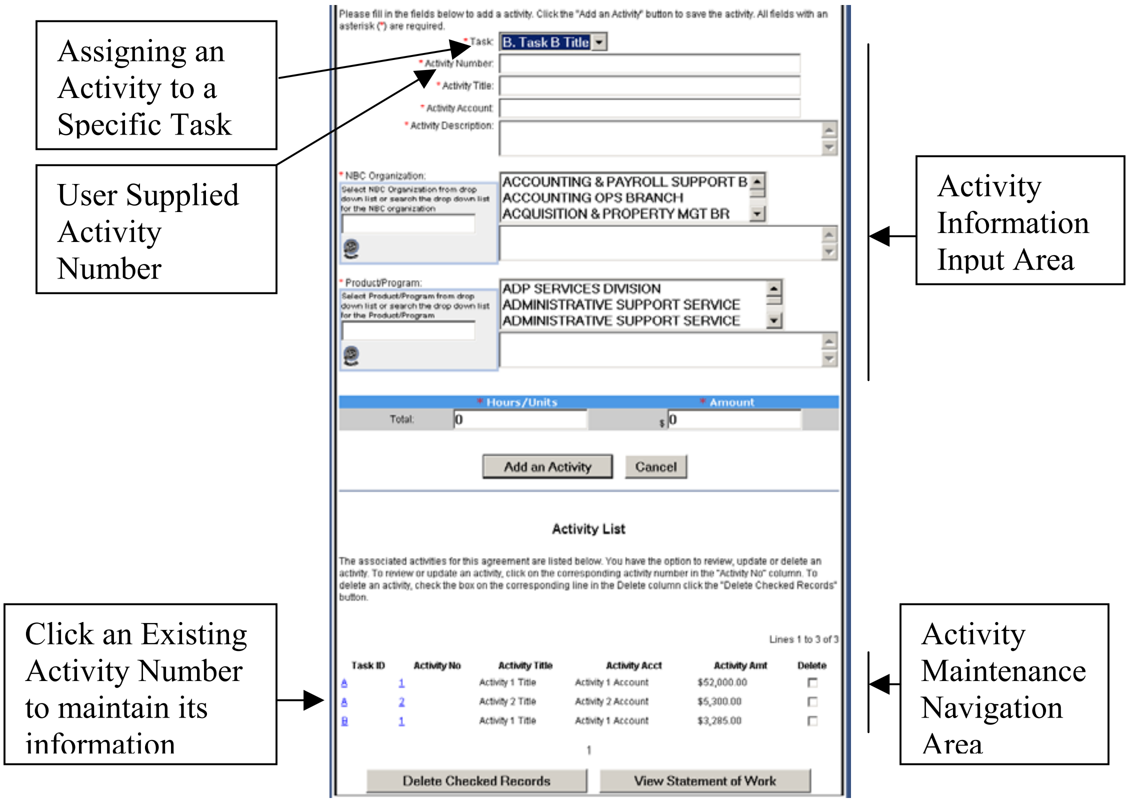
Clicking on an existing task code within the Task List displays the following page and enables the agreement creator to edit information for that specific task:

STATEMENT OF WORK TASK MANAGER UPDATE A TASK SCREEN



Clicking on the Activity Manager Icon within the Statement of Work of an editable agreement displays the following page and enables the agreement creator to add an activity to a specific task:

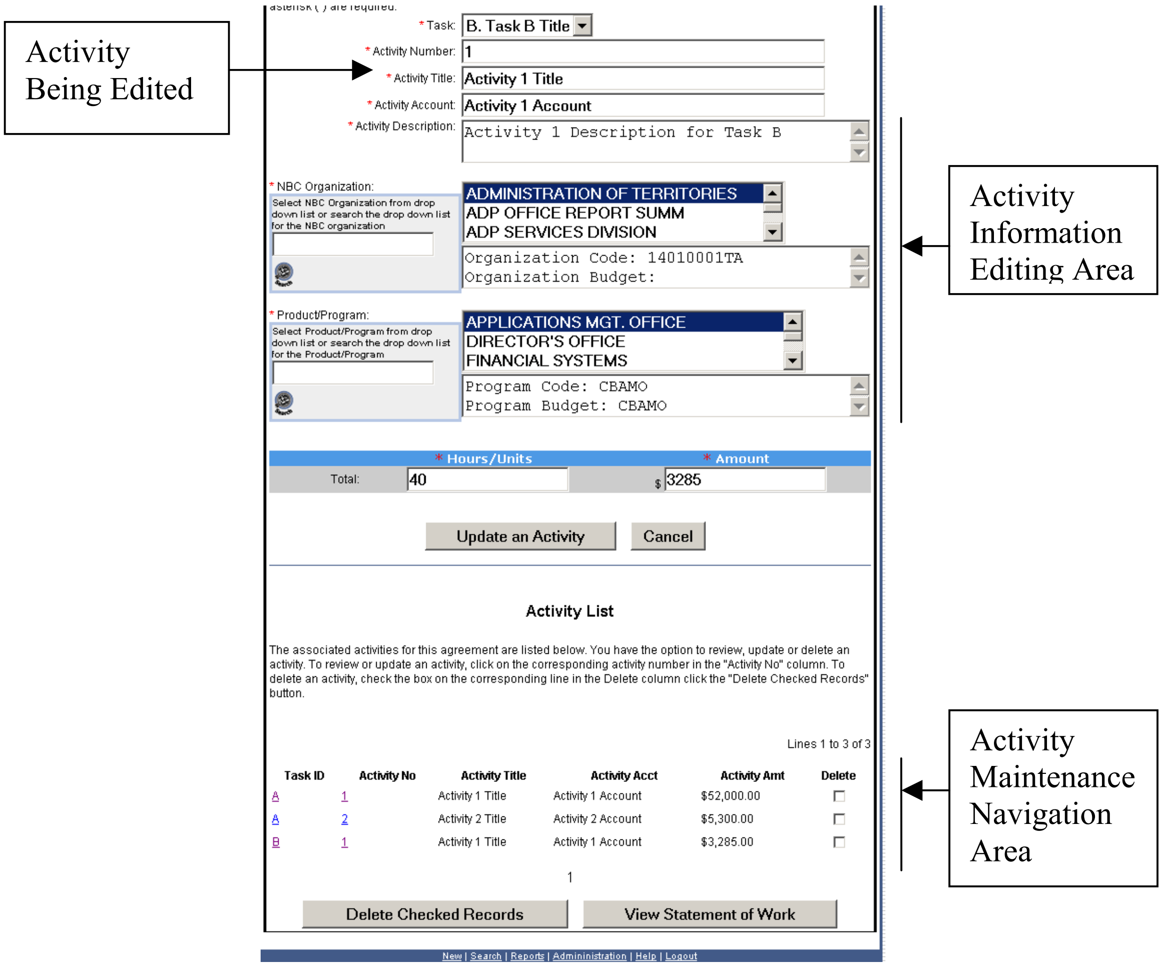
STATEMENT OF WORK ACTIVITY MANAGER ADD A ACTIVITY SCREEN



For each Activity (FFS account) on the SOW, the Creator estimates the number of NBC direct labor hours and amounts (using NBC published labor rates), and all other direct non-labor costs, such as travel, supplies and materials, etc. to accomplish the each/every Activity for each/every Task. In addition, the annual NBC published Add-on Percent for Tier 1 and Tier 2 indirect costs and Reserves for Future Costs, is applied to the direct costs to derive the total amount for the Activity. This becomes the estimated funding for each FFS account (Activity) supporting the agreement. Once calculated, the hours and amount for each/every activity is input into each and every corresponding activity.

Clicking on an existing activity number within the Activity List displays the following page and enables the agreement creator to edit information for that specific activity:

STATEMENT OF WORK ACTIVITY MANAGER UPDATE AN ACTIVITY SCREEN

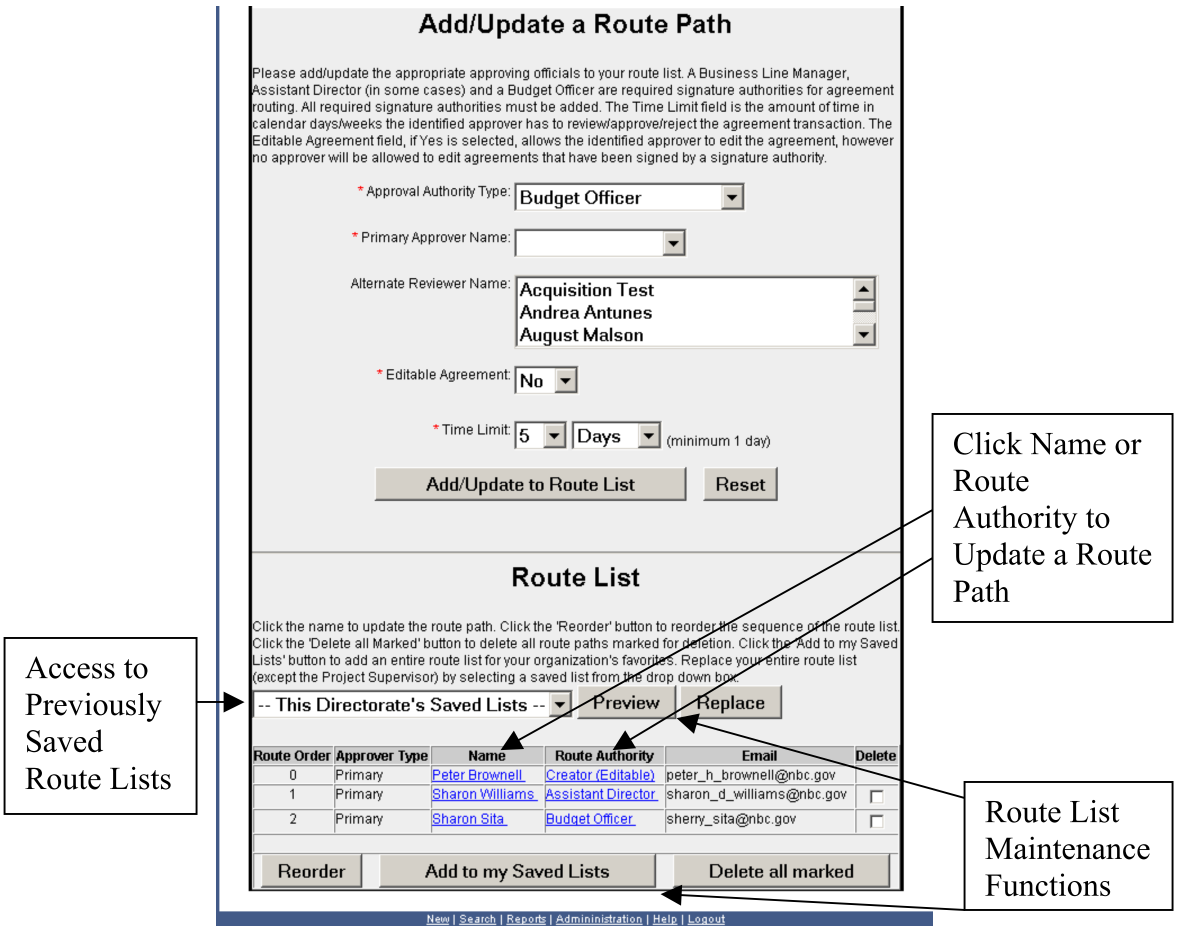


Completing A Route List – Using A Previously Saved List

The quickest way to construct a Route List is to review and select from This Directorate's Saved Lists scroll box from an Agreement Transaction's Route List tab.

1. The user selects the appropriate directorate saved list and then clicks on the 'Preview' button. The Route Paths that comprise the Route List for the selected directorate saved list displays in a pop-up box.

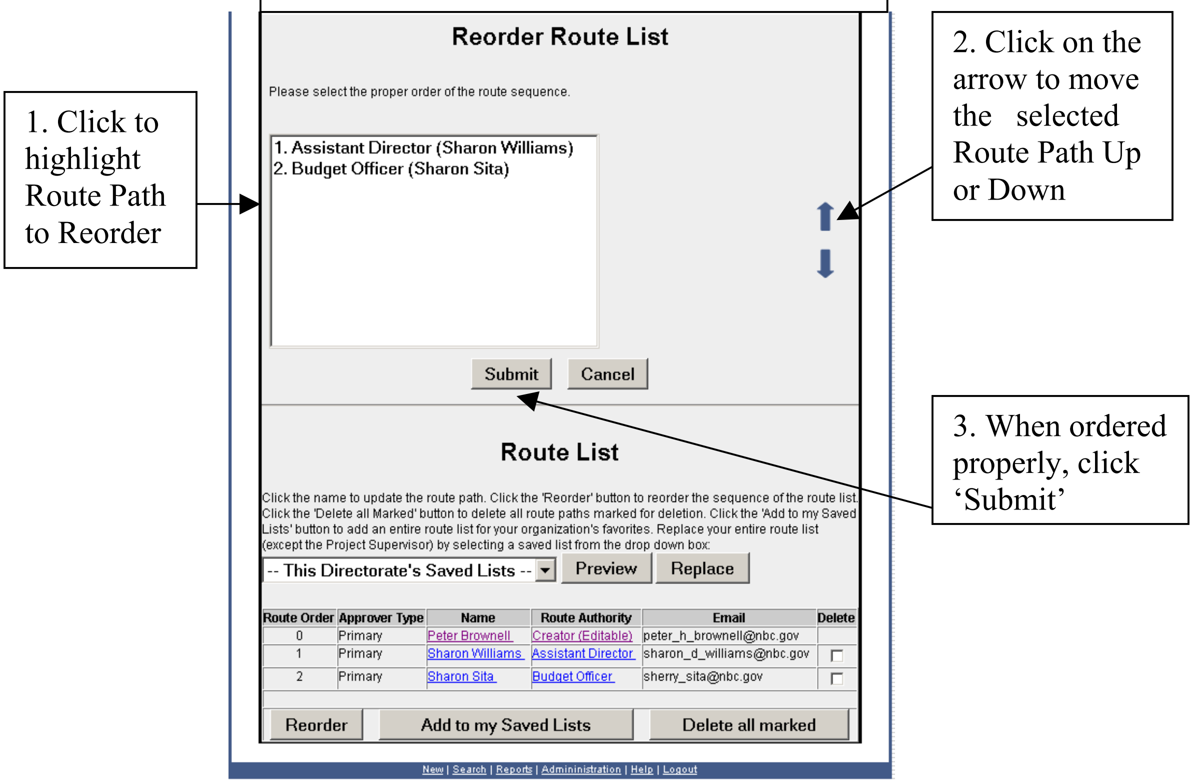
ROUTE LIST SCREEN CONTAINING ROUTE PATH SELECTION AND ROUTE LIST SCREEN



2. A user determines if a saved Route List meets his/her needs and if so, selects it by clicking on the 'Replace' button. This action fully replaces the Route List with the Route Paths contained in the selected directorate saved list.
3. A user can modify a selected Route Path within a saved list by using the 'Add/Update a Route Path' to enter an additional Route Path(s) to that list and/or can delete selected entries from that List. If the order of the revised Route List is not sequenced properly after the changes are made, the 'Reorder' button is used to navigate to a function that permits the Route Paths within the Route List to be reordered.

4. Once the Route List is complete, it can be added to the 'My Directorate's Saved Lists' by clicking on the 'Add to My Saved Lists' button. A pop-up box requires a name to be input to associate with the particular Route List being saved. The name assigned by the user adding it should be one that is meaningful to all directorate users that will be using it. If the name of the saved list is already being used, a pop-up window appears asking if the user wants to update that list. If 'Yes' is selected, the existing list is updated with the newly input name. If 'No' is selected, the user is taken back to the previous screen without any change being made to the saved lists.

REORDER ROUTE LIST SCREEN



NOTES: Each/every Approval Authority is added to the Route List using the Add/Update a Route Path function. The exception to this rule is the Creator creating the agreement whose identity is automatically entered as the first Route Path entry on the Route List. The creator of an agreement cannot be deleted from the Route List and always has edit privilege for the transaction prior to routing. Collectively, all of the individual Route Paths comprise the Route List for each and every Agreement Transaction.

Completing a Route List – From Scratch

The completed SOW and Agreement Form constitute a Routable Transaction whose status is identified as Draft. Draft transactions can only be routed once a Route List is constructed that contains appropriate Approval Authority Route Paths. For instructions on how to accelerate the creation and editing of Route Paths within a Route List, please see the section titled "Completing A Route List – Using A Previously Saved List" on the previous page. To create individual Route Paths, the Creator accesses the Routing tab and from the Add a Route Path section:

1. Develops the first Route Path Approval Authority entry for the Route List by selecting the appropriate Approval Authority from the scrollable list box. The list of valid Route Path Approval Authorities is identified as: Business Line Manager; Assistant Director; Non-Signature Approver; and Budget Officer.
2. Identifies a Route Path for each and every required Approval Authority for the Agreement Transaction. The first Approval Authority is selected along with the name of the required Primary Approver.
3. Assigns each Route Path Approval Authority. The Approval Authority levels that can be assigned are identified as: Business Line Manager [Primary – Required, Alternate & Reviewer – Optional]; Assistant Director [Primary, Alternate & Reviewer – Optional]; Non-Signature Approver [Primary, Alternate & Reviewer – Optional]; and Budget Officer [Primary – Required, Alternate & Reviewer – Optional]. The Primary Approver is selected from a scrollable list box selection of all named approvers.

> **NOTE:** [Applicable only to the Products and Services Directorate] Products and Services Agreements with new customers require approval by the Business Line Manager, Assistant Director and Budget Officer while agreements with existing customers whose scope of work doesn't change from one agreement to the next require only Business Line Manager and Budget Officer approval.

4. Selects, if desired, single or multiple Alternate Approver(s) and/or Alternate Reviewer(s) for each Approval Authority from the corresponding scrollable list boxes. Multiple alternate approver(s) and/or reviewer(s) name selections are made by highlighting the first alternate and then moving the cursor within the scrollable list box to the next person's name and highlighting that using the ctrl key and left mouse button. Name ranges are selected using the shift key and left mouse button.
5. Selects whether or not to permit the selected Route Path Approval Authority to edit the Agreement Transaction as part of their approval and/or review. The edit default is 'No'. To permit editing of the Agreement Transaction, the user editing the Route List must select 'Yes'.

> **NOTE:** Once the Business Line Manager Approves an Agreement Transaction, it becomes Read Only. Subsequent Route Path Approval Authorities are unable to edit information previously recorded in the transaction even if their corresponding 'Editable' choice was selected as 'Yes'.

6. Selects a required Time Limit that the identified Approval Authority has to either approve or Reject the Agreement Transaction. The Time Limit selection is identified in either days or months and can be from 1 to 30. The minimum Time Limit an Approval Authority has to approve or reject an Agreement Transaction is 1 day.
7. Clicks on "Submit" and the selections made for each/every Route Path Approval Authority are added to the Route List.
8. An approver assignment within a Route List can be updated by each/every Approval Authority during approval routing. The user designated with an Approval Authority for the Agreement Transaction uses the Add/Update a Route Path function within the Route List tab [in conjunction with the delete function in the Route List] to add/update and/or delete Route Path information from a Route List.

NOTES: All identified Alternate Approvers and Reviewers are sent an email notification once an Agreement Transaction reaches the next Approval Authority Route Path. The notification identifies an agreement in the application requires review or approval. Reviewers can 'vote' to Approve or Reject a Transaction within an Approval Authority. However, a reviewer's Approval or Rejection is "for information-only" to that Approval Authority and does not prevent the primary or alternate Approval Authority from approving or rejecting the Agreement Transaction. Once the Primary or Alternate (if designated) Approver for that Route Path Approves or Rejects the Agreement Transaction, any/all other approvers and/or reviewers for that Approval Authority lose their ability to Approve or Reject the agreement for that Route Path. From that point on, that Agreement Transaction is removed from that Approver's 'Awaiting Review' status queue as well as any other identified alternate approver(s) or reviewer(s) for that Route Path.

Approve for NBC Routing

Once all of the required information is entered into the Agreement Transaction and a Route List is attached, the agreement transaction must be approved so that it can be released for NBC Routing and approval. The creator must approve the transaction for it to route to the next Approval Authority identified in the Route List. The creator accomplishes this approval by clicking on the Approve icon that appears in the top right-hand corner of any of the Agreement Form, Statement of Work or Route Path/List pages. Clicking on the Approve icon approves the draft Agreement Transaction, sends an email notification to the first Primary Approval Authority approver(s) [and any identified Alternates and/or Reviewers] and changes the status of the transaction to Awaiting Review.

The creator of an Agreement is the only functional user able to cancel his/her agreement other than the Site Administrator. This is accomplished either by clicking on the Cancel icon adjacent to the Approve button of an agreement whose status is Draft or choosing the Cancel choice from the scrollable list box from the Options column on the Search page results corresponding to the Agreement Transaction being cancelled. When a Transaction is cancelled, its corresponding status becomes Cancelled.

A Draft Agreement Transaction that is routed must be rejected for return to the creator if an Approval Authority finds it unacceptable. Once returned to the creator and prior to Budget Officer approval, the Creator can choose either to correct or Approve the transaction to be routed again or can Cancel it. When cancelled, agreement transactions are flagged within the system and remain in a ‘Read Only’ state. Using the Reports tab, users can search and access cancelled agreement(s) for the purpose of reviewing the information contained in a cancelled agreement transaction.

PART III – NBC DIRECTORATE APPROVAL PROCESSING

Once an Agreement Transaction is approved for routing by the Creator, it must then be approved within the NBC before it can be printed and mailed to the Customer Organization for approval. This NBC approval involves a multi-phased review and approval process. The Directorate creating the agreement governs NBC approval processing.

Products and Services Directorate Agreement Transactions require both Business Line Manager and Assistant Director approval for agreements with new customers, or on-going agreements with existing customers whose revenue estimates differ by +/- 10 percent. From the previous period and/or involve additional staff resources than the prior Inter-Agency Agreement. Products and Services Directorate Agreement Transactions that carryover from one period of performance to another, are documented in a separate agreement and don't meet the criteria just described, only require Business Line Manager approval prior to being sent to the customer organization contact.

Agreement Transactions for the Administrative Operations Directorate, DOI University and Office of Aircraft Services always require both Business Line Manager and Assistant Director Route Path approvals prior to mailing to the Customer Organization for review, approval and return.

The four different Route Path Approval Authorities that can be included in a Route List are: Non-Signature Approver; Business Line Manager; Assistant Director and Budget Officer. The Non-Signature Approver, Business Line Manager and Assistant Director [if required] approvals comprise the NBC approval processing. After NBC approval processing, the Creator is notified via email and prints out and sends the agreement to the customer for processing. Once the agreement is approved by the customer and returned to the NBC Finance Office it undergoes processing and is then routed to the Budget Officer for approval. A description of each of these approvals and the processing performed is described in this part.

CHAPTER FOUR – NON-SIGNATURE APPROVER PROCESSING

The Non-signature Approver is an Optional Approval Authority Route Path that may be included on an Agreement Transaction Route List. When/if the Non-signature Approver Approval Authority is an included Route Path on an Agreement Transaction Route List, it provides the designated Approver(s) with the opportunity to review and Approve or Reject the Agreement Transaction. The Non-Signature Approver Route Path can be inserted anywhere and any number of times, in a Route List in between the Creator and the Budget Officer.

This Approval Authority category was designed to, among other things, permit those so identified to review, comment and edit [if the status is prior to Approved by Business Line Manager] the Agreement Transaction to ensure it is structured, priced and resourced properly. It differs from a Reviewer whose review occurs within an identified Route Path and whose approval or rejection is "for information only." The Primary (or Alternate if identified) Non-Signature Approver has to either approve or reject the Agreement Transaction before it can Route to the next Approval Authority Route Path in the Route List.

If a Reviewer is identified in the Route Path for the Non-signature Approver, that user(s) will also receive an email notification that he/she should review the Agreement Transaction. The Non-signature Approver receives the notification email and clicks on the application hyperlink to navigate to the Agreement Transaction that is pending review/approval by that Non-signature Approver.

If the Creator selected the edit feature for the Non-signature Approver in the Route Path and the status of the Transaction is prior to "Approved by Business Line Manager", then the Non-signature Approver [or alternate] can edit and/or approve, reject or take no action within the Time Limit for that Route Path. If the Non-signature Approver [or alternate] edits the Transaction, he/she can enter a read only text comment that is made a part of the transaction that can be subsequently viewed by other users.

If the Non-signature Approver or Alternate approves the Transaction within the Time Limit by selecting the 'Approve' icon, the transaction is routed to the next primary Approval Authority Route Path identified in the Route List, and an email notification is sent to that user. If the Non-signature Approver [or alternate] approves the transaction, he/she can enter a read only text comment that is made a part of the transaction that can be subsequently viewed by other users.

If the Non-signature Approver or Alternate rejects the Transaction within the Time Period by selecting the 'Reject' icon, he/she enters a read only text comment describing the reason(s) for rejection that is viewable by other users, further Route List Review/Approval processing is suspended, the Transaction is routed back to the Creator for action, the status of the Transaction becomes 'Rejected' and an email notification is sent to the Creator.

If the Primary or Alternate Non-signature Approver takes no action within the specified Time Limit for this Route Path approval, then the creator and non-signature approver [primary and any identified alternate(s)] are notified via email that the approver has exceeded the approval time limit. Action can then be taken based on this notification to enable approval or rejection to occur so that the transaction can route to the next approval authority [approve] or be routed back to the creator [reject].

CHAPTER FIVE – BUSINESS LINE MANAGER APPROVER PROCESSING

The Business Line Manager is a Required Approval Authority Route Path that must be included on an Agreement Transaction Route List. If a Reviewer is identified in the Route Path for the Business Line Manager, that user(s) will also receive an email notification that he/she should review the Agreement Transaction. The Business Line Manager receives the notification email and clicks on the system hyperlink to navigate to the Agreement Number that is pending Review/Approval by that Business Line Manager.

If the Creator selected the Edit feature for that Business Line Manager in the Route Path, then that Business Line Manager [or alternate] can edit and/or Approve/Reject or take no action within the Time Limit identified for that Route Path. If the Business Line Manager [or alternate] edits the transaction, he/she can enter a read only text comment that is made a part of the transaction and can be subsequently viewed by other users.

If the Business Line Manager or Alternate approves the Transaction within the Time Limit by selecting the 'Approve' icon, that Business Line Manager's corresponding e-signature image file is applied to block 13b1 of the Agreement Form along with the corresponding Name, Title and Date. He/she can enter a read only text comment that is made a part of the transaction and can be subsequently viewed by other users. If an Assistant Director Route Path is included in the Route List, then the transaction is routed to the Primary and Alternate [if identified], NBC directorate AD/DOIU President, and an email notification is sent to that AD/DOIU President. The status of the Transaction is updated from 'Awaiting Review' to 'Approved by Business Line Manager'. Business Line Manager approval automatically triggers a request to create an ER document in the FFS through the ERLoad process if an Assistant Director route path ***is not*** included.

As soon as the Business Line Manager approves the transaction, the Agreement Form and SOW become read only except for the input of block 13a1 and 13a2 customer approval information that may have been entered by the Creator while in Draft as well as fields the respective Finance Office will input once the Agreement Transaction is mailed back from the Customer.

If the Business Line Manager or Alternate rejects the Transaction within the Time Limit by selecting the 'Reject' icon, he/she should enter a read only text comment that is viewable by other users describing the reason(s) for rejection. Further, if Route List Review/Approval processing is suspended, the Transaction is routed back to the Creator for action, the status of the transaction becomes 'Rejected' and an email notification is sent to the Creator.

If the Primary or Alternate Business Line Manager Approver takes no action within the specified Time Limit for this Route Path approval, then the creator and Business Line Manager Approver [primary and any identified alternate(s)] are notified via email that the approver has exceeded the approval time limit. Action should then be taken based on this notification to enable approval or rejection to occur so that the transaction can route to the next approval authority [approve] or be routed back to the creator [reject].

Once the transaction achieves a status of 'Approved by Business Line Manager', it is routed to the next approver on the Route List. The Business Line Manager also has the option of editing the Route List and can route the transaction to a Non-signature Approver, prior to the Assistant Director or Budget Officer.

CHAPTER SIX – NBC ASSISTANT DIRECTOR / DOIU PRESIDENT APPROVER PROCESSING

The Assistant Director/DOIU President is an Approval Authority Route Path that may be included on an Agreement Transaction Route List. It is a required Route Path for every Directorate except Products and Services. The AD/DOIU President receives the email notification and clicks on the Application hyperlink to navigate to the agreement that is pending Review/Approval. If a Reviewer is identified in the Route Path for the Assistant Director, that user(s) will also receive an email notification that he/she should review the Agreement Transaction.

> **NOTE:** All Products and Services agreements that require Assistant Director approval must include all division chiefs within the Directorate as reviewers in this Route List Route Path.

If the AD/DOIU President or Alternate approves the Transaction within the Time Limit by selecting the 'Approve' icon, the AD/DOIU President's corresponding e-signature image file is applied to block 13b2 of the Agreement Form along with the corresponding Name, Title and the current date, and the Transaction is routed back to the Creator. The status of the Transaction is updated from "Approved by Business Line Manager" to "Approved by Assistant Director". If approved by an Assistant Director, the Agreement Form and SOW become read only except for the input of block 13a1 and 13a2 customer approval information that may have been entered by the Creator while in Draft and fields the respective Finance Offices will input once the Agreement Transaction is mailed back from the Customer.

If the AD/DOIU President rejects the Transaction within the Time Limit by selecting the 'Reject' icon, he/she enters a read only text comment describing the reason(s) for rejection that is viewable by other users, further Route List Review/Approval processing is suspended, the Transaction is routed back to the Creator for action, the status of the transaction becomes 'Rejected' and an email notification is sent to the Creator.

If the Primary or Alternate Assistant Director Approver takes no action within the specified Time Limit for this Route Path approval, then the Creator and Assistant Director Approver [primary and any identified alternate(s)] are notified via email that the approver has exceeded the approval time limit. Action should then be taken based on this notification to enable approval or rejection to occur so that the transaction can route to the next approval authority [approve] or be routed back to the Creator [reject].

Once the Transaction achieves a status of "Approved by Assistant Director", it is routed to the Creator for mailing to customer. The Assistant Director also has the option of editing the Route List and can route the transaction to a Non-signature Approver prior to the Budget Officer.

CHAPTER SEVEN – INPUT OF ER SETUP DOCUMENT INTO THE FFS

Once the Directorate Assistant Director or Business Line Manager [if AD/DOIU President approval isn't required] approves the Agreement Transaction, summarized information about the agreement is sent for input into the FFS via the ERLoad process. As soon as this information is sent to FFS, the status of the agreement transaction within the application is updated to "Sent ER to FFS". This electronic interface with the Federal Financial System [ERLoad] creates the ER document CAHT and CALT entries with a corresponding ER number containing an asterisk (*) in the Transaction Number of the Document Number for that agreement. Agreements in the FFS are uniquely identified through a 14-character alphanumeric document number construct consisting of the 2 digit Document Identifier [ER] followed by the 1 digit Sector Code [N=NBC] and an 11 digit Transaction Number. The FFS document number and the Agreement Number should be used in conjunction with the FFS Reporting Database to reference information about the status of the transaction in the FFS. The Finance Office will assure all ER records loaded into the FFS SUSF [Suspense File] are successfully accepted.

The FFS will not distribute costs or generate billings for Estimated Reimbursement documents (ER's) until converted to FFS "RA" documents. Budget Office, Creators and other NBC officials can choose to view all NBC estimated ER's and approved agreements (RA)'s on-line using the FFS CAHT/CALT inquiry tables. In addition, status reports for estimated (ER) and approved (RA) reimbursable agreements can be generated from the FFS Reporting Database using the CAHT/CALT tables.

CHAPTER EIGHT – FOLLOW-UP PROCESSING BY THE CREATOR

After approval by the Business Line Manager and the Assistant Director, [if applicable], the Creator is notified via email that the agreement has completed NBC directorate approver processing. The Creator selects the Agreement Transaction that has achieved a status of "Approved by Assistant Director" or "Approved by Business Line Manager" [if the AD/DOIU President Approval Route Path is not in the Route List], and prints out the Agreement Form containing the NBC approval signatures along with the Statement of Work. The Creator, separately and outside of the application, prepares a transmittal [cover] letter along with a sending parcel and return envelope.

The Creator prints two copies of the Agreement and SOW as well as one copy of the transmittal letter. The Creator signs the cover letter inserts the Agreement and SOW, the cover letter, and the return envelope [addressed to either National Business Center, Finance Systems and Operations Division, 7301 W. Mansfield Avenue, MS-D2700, Denver, CO 80235-2230 or National Business Center, Finance Systems and Operations Division, 1849 C Street, NW, MS-1313, Washington, DC, 20240], into the sending parcel. The Creator sends this parcel to the customer for review and approval.

The NBC cover letter directs the Customer to keep one signed [approved] original agreement transaction and to send the other signed [approved] original Agreement back to the NBC in the enclosed pre-addressed mailer. The cover letter also instructs the customer to complete the Customer Appropriation Code (5e) Customer Account Number (5f) and Customer Obligating Doc # (5g) fields on the agreement.

The NBC Project Coordinator (Creator) should keep in contact with the Customer Project Coordinator to obtain approval status within the customer's organization as well as to learn of anything that might be causing the agreement to remain unapproved. Appropriate action follow-up by the NBC Project Coordinator may include having to contact their assigned CAS directorate Site Administrator and request he/she reject that specific agreement. Doing this, routes the agreement transaction back to its Creator and makes it fully editable so that it can be revised and approved for routing. The Creator should complete a note and attach it to the revised Agreement explaining why the agreement needed to be revised and then request NBC and customer re-approval.

PART IV – CUSTOMER APPROVAL

Once received, the customer must review and approve the agreement by completing the required fields, signing it and returning it to the NBC for subsequent processing by the Finance Office. This Part describes customer approval processing of the agreement.

CHAPTER NINE – CUSTOMER APPROVAL PROCESSING

The Customer Project Coordinator receives the mailed agreement transaction from the NBC Project Coordinator and coordinates its review and approval within the customer organization. If the Customer approves the Agreement, a representative(s) will complete the applicable information on the agreement form page 1 and sign the block 13a approval signature(s) on page 2. The page 1 agreement form information that the customer must complete includes: Customer Appropriation Code/Treasury Account Symbol, Customer Obligating Document Number/Purchase Order Number, and Customer Account Number. Using the self-addressed mailer, the customer mails back the approved and signed paper agreement to the NBC, Finance Systems and Operations Division [Denver or DC] for follow-up processing.

The NBC Project Coordinator should keep in contact with the Customer Project Coordinator to obtain approval status within the customer's organization as well as to learn of anything that might be causing the agreement to remain unapproved. Appropriate action follow-up by the NBC Project Coordinator may include having to contact their assigned CAS directorate Site Administrator and request he/she reject that specific agreement. Doing this, routes the agreement transaction back to its creator and makes it fully editable so that it can be revised and approved for routing. The Creator should complete a note and attach it to the revised Agreement explaining why the agreement needed to be revised and then request NBC and customer re-approval. Alternately, the Creator may cancel the agreement if it is no longer necessary.

Add Note

PART V – NBC FINANCE OFFICE

Once received from the customer, the users privileged as NBC Finance Office users Login to the Customer Agreements System and using the mailed back agreement should enter customer supplied information and approvals for subsequent processing by the NBC Budget Office. This Part describes NBC Finance Office processing of the agreement.

CHAPTER TEN – NBC FINANCE OFFICE PROCESSING

The mailed-back, approved and signed-by-customer original paper agreement is received by the NBC, Finance Systems and Operations Division (FSOD), [Denver or DC]. The designated FSOD employee(s) is/are required to login to the Customer Agreements System, search for the matching agreement, and using the original agreement as the source of information, enter the customer supplied approval information and update the status for that agreement to 'Customer Approved'. Entry of information includes the customer approver identities [signer(s)], Treasury Account Symbol/Customer Appropriation [Required], Customer Account Number [Optional], and Purchase Order/Obligating Document Number [Required].

Also, the finance office user scans in the original paper agreement and saves it in an Adobe Acrobat formatted file. Using the Attach File feature for the matching agreement within the Customer Agreements System, the finance office user uploads the file so that it is attached to the corresponding agreement. That way, anyone subsequently reviewing agreements within the system can also see the digital image of the signed customer and NBC approved agreement. Your directorate Site Administrator can be contacted to assist with the scanning of original agreements and attaching them to specific agreement transactions within the Customer Agreement System. Once this processing is complete, the respective Finance Office files the original paper agreement in an off-line archive.

After the assigned FSOD employee logins into the system, inputs the Customer information into the agreement, attaches the scanned file of the customer signed agreement, and updates the status of the agreement to 'Signed by Customer', an email is sent to the next Approval Authority on the Route List. This is usually the NBC Budget Officer but could also be a non-signature approver.

PART VI – NBC BUDGET OFFICE

Users privileged as NBC Budget Officers can Login to the Customer Agreements System and enter approvals for funding authority. This part describes the NBC Budget Office processing of the agreement.

CHAPTER ELEVEN – NBC BUDGET OFFICE PROCESSING

The Budget Officer logs into the system, reviews the agreement and approves block 13c Budget Officer e-signature, date, name and title. The status of the agreement is updated to 'Fully Approved'. This step automatically triggers a request to update the corresponding ER document in the FFS and convert it into an RA document through the RALoad process. Once the Agreement is Fully Approved, an email notification is sent to the Creator.

PART VII – OTHER FEATURES, FUNCTIONS & CONSIDERATIONS

CHAPTER TWELVE – AGREEMENT STATUS

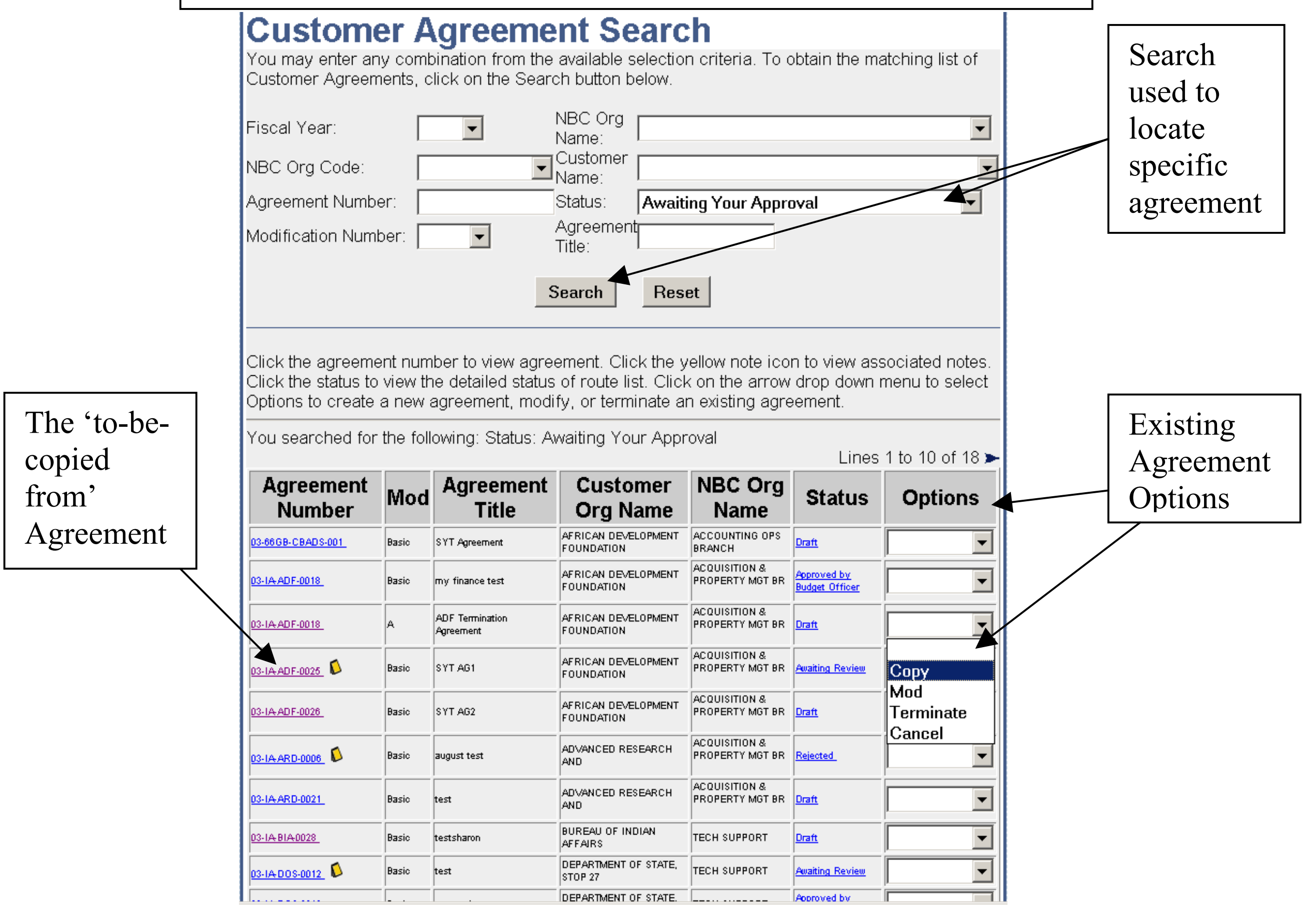
Agreement Status

The universe of statuses an agreement transaction can be assigned during its processing lifecycle are listed here and each corresponding definition appears in the Glossary: All; Awaiting Your Approval; Your Drafts; Your Agreements; Awaiting Finance Approval; Awaiting Administrative Finance Approval; Awaiting Product Finance Approval; Draft; Awaiting Review; Approved by Business Line Manager; Approved by Assistant Director; Transmitted ER Document to FFS; Approved by Customer; Approved by Budget Officer; Transmitted RA Document to FFS; Rejected; and Legacy/Locked.

CHAPTER THIRTEEN – COPY AN AGREEMENT

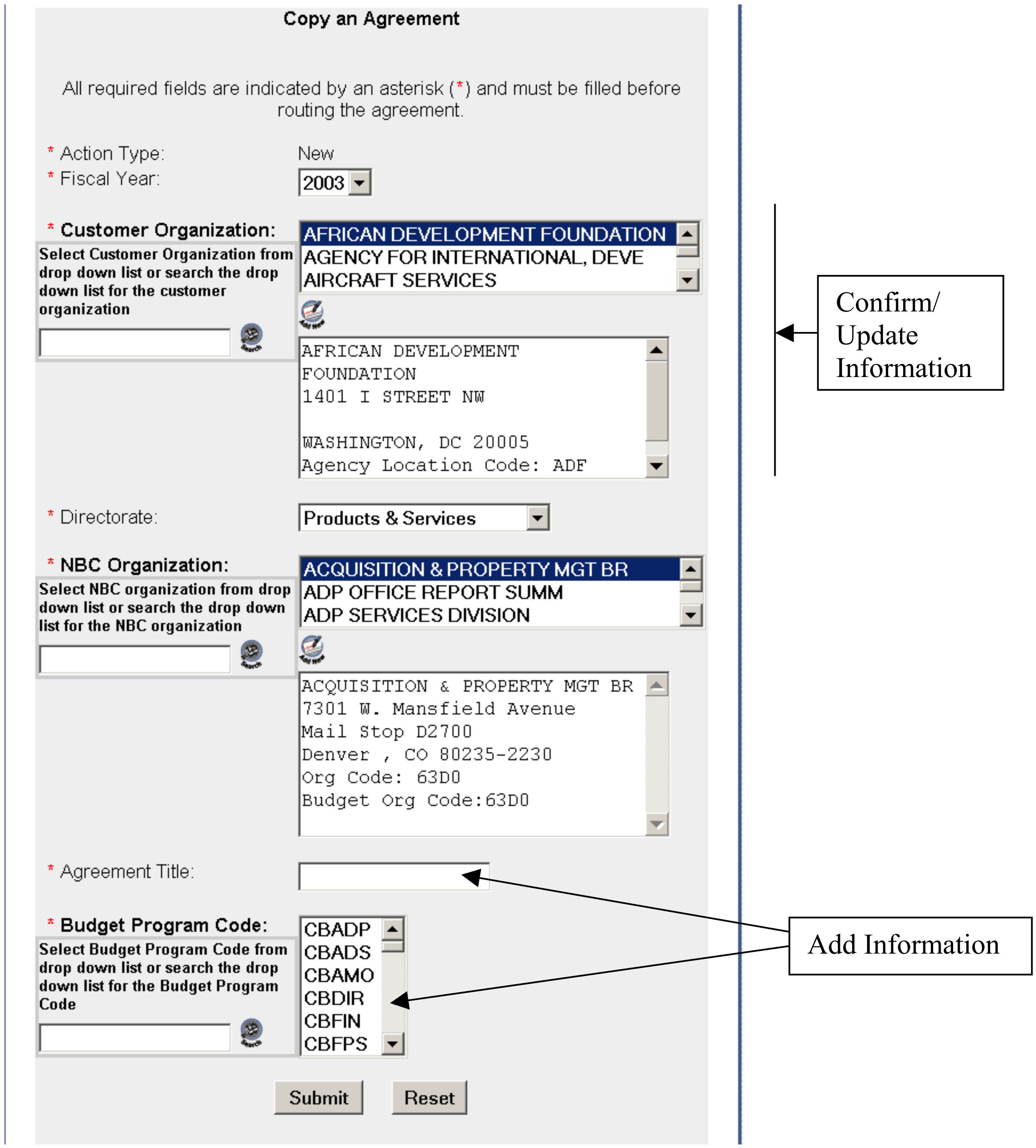
An agreement creator can greatly reduce the time it takes to originate an agreement transaction by using the Copy option that's accessible from within the Options column, search result area of the Search screen. The first step is to search and find an existing agreement transaction that is similar to the agreement transaction desired. Once the agreement is identified that will be the 'copied from agreement' from the search results list, the creator clicks on the adjacent options drop down box corresponding to that specific agreement. The option box includes a 'Copy' choice that when clicked creates a draft, editable copy of the agreement.

USING THE COPY OPTION TO CREATE AN AGREEMENT



Once the copy option is clicked, the system displays a similar "Copy an Agreement" page as depicted below where the creator can confirm, edit, and/or add information.

COPY AN AGREEMENT SCREEN



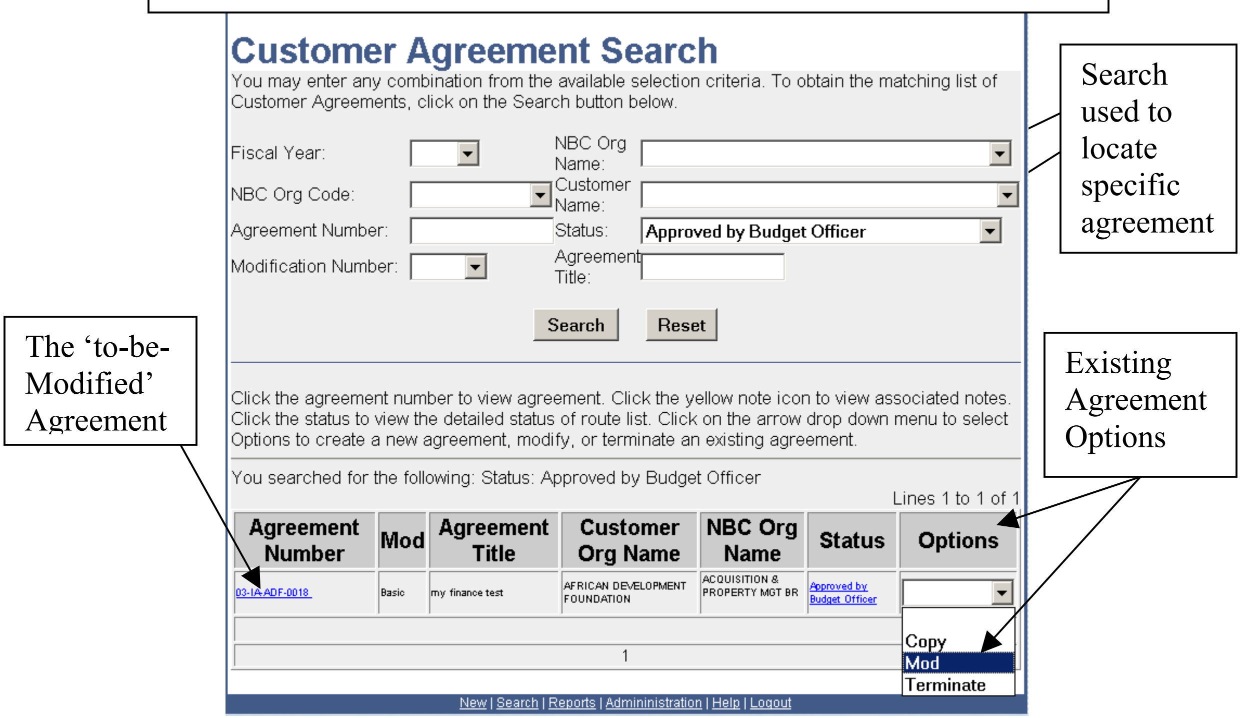
Once the project Supervisor 'submits' the information on this page, the system automatically assigns a unique agreement number to the copied agreement. The resulting agreement has a draft status, can be searched [found within the system] and can be edited by the Project Supervisor.

Chapter Fourteen – Modification of an Agreement

When an existing fully approved agreement [through Budget Officer] needs to be modified as the result of a change to the agreements' cost, period of performance, tasking, or some other material reason, it should be accomplished through the modify option. An agreement creator can greatly reduce the time it takes to create a modification to an existing agreement transaction by using the Mod option that's accessible from within the Options column, search result area of the Search screen.

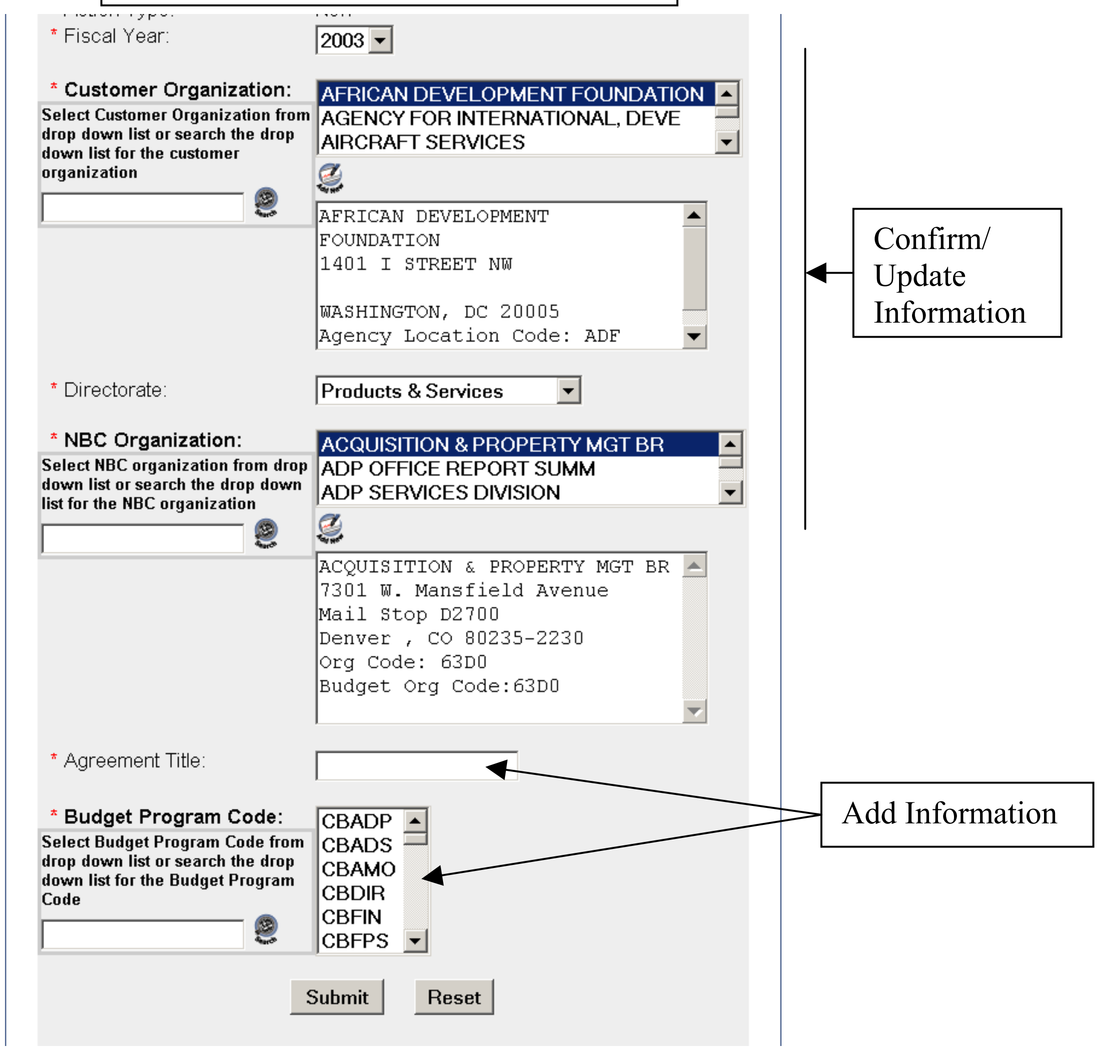
The first step is to search and find the agreement that needs to be modified, either the existing, fully approved, Basic agreement [previously unmodified] or the last fully approved modification to the agreement. Once the agreement is identified that will be the 'modified from agreement' from the search results list, the creator clicks on the adjacent options drop down box corresponding to that specific agreement.

Modify an Existing Agreement Using the Mod Option



The option box includes a 'Mod' choice that when clicked creates an agreement whose content is an editable, draft of either the basic agreement or the latest modification of the agreement and the system automatically assigns a unique agreement number to this draft agreement modification.

MODIFY AN AGREEMENT SCREEN



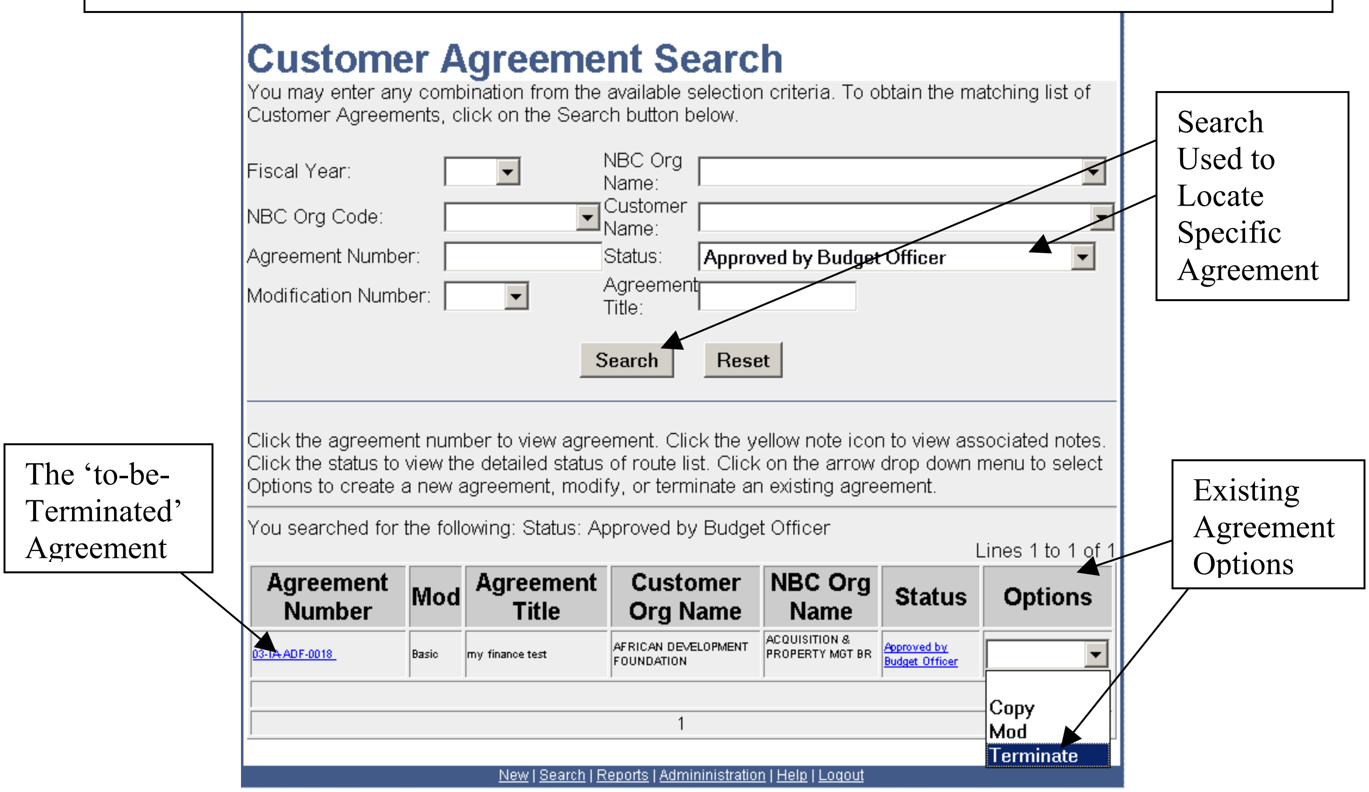
Once the project Supervisor 'submits' the information on this page, the system automatically assigns a unique agreement number to the copied agreement. The resulting agreement has a draft status, can be searched [found within the system] and can be edited by the Project Supervisor.

CHAPTER FIFTEEN – TERMINATING AN AGREEMENT

When an existing fully approved agreement [through Budget Officer] needs to be terminated by the parties, it should be accomplished through the terminate option. An agreement creator can greatly reduce the time it takes to create a termination modification to an existing agreement transaction by using the terminate option that's accessible from within the Options column, search result area of the Search screen.

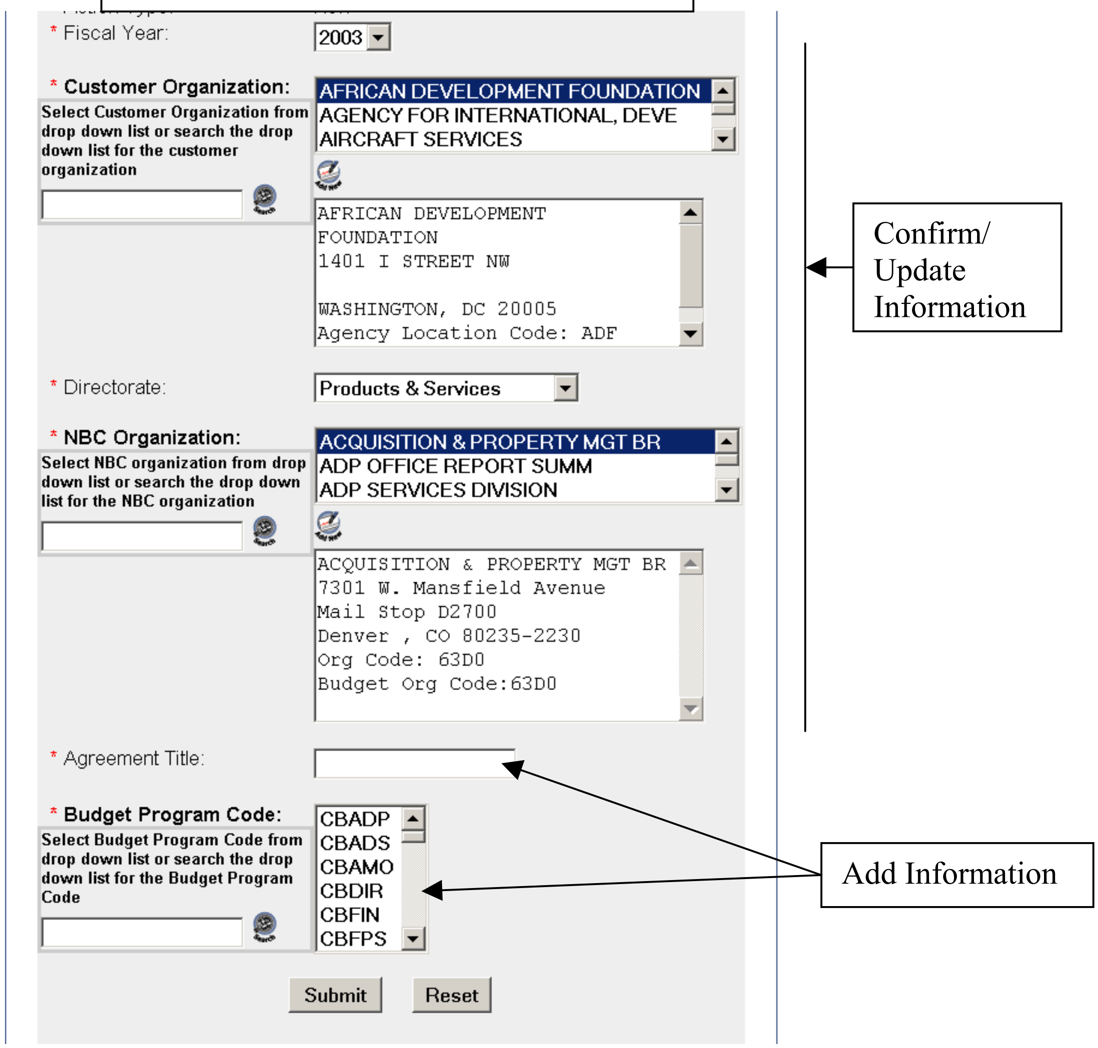
The first step is to search and find the agreement that needs to be terminated, either the existing, fully approved, Basic agreement [previously unmodified] or the last fully approved modification to the agreement. Once the agreement is identified that will be the basis of the termination modification from the search results list, the creator clicks on the adjacent options drop down box corresponding to that specific agreement.

TERMINATE AN EXISTING AGREEMENT USING A TERMINATION MODIFICATION



The option box includes a 'Terminate' choice that when clicked creates an agreement whose content is an editable, draft of either the basic agreement or the latest modification of the agreement and the system automatically assigns a unique agreement number to this draft agreement termination modification.

MODIFY AN AGREEMENT SCREEN



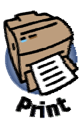
Once the project Supervisor 'submits' the information on this page, the system automatically assigns a unique agreement number to the copied agreement. The resulting agreement has a draft status, can be searched [found within the system] and can be edited by the Project Supervisor.

CHAPTER SIXTEEN – USER PRIVILEGES

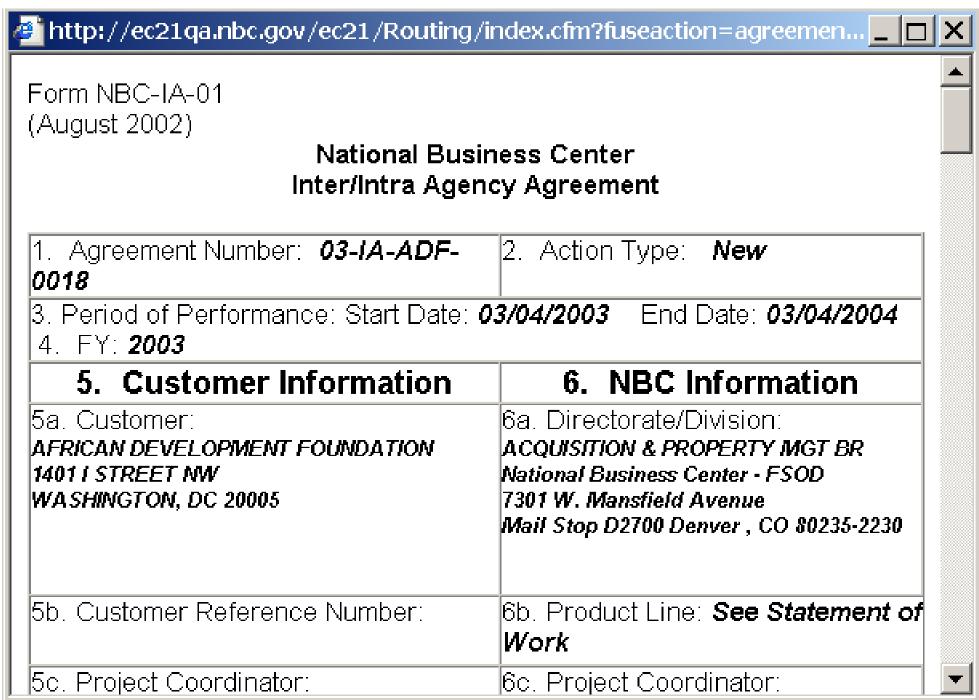
The list of Privileges a user can be assigned to create and/or process agreement transactions and/or administer users within the system are listed here and each corresponding definition appears in the Glossary: Project Supervisor; Business Line Manager; Assistant Director; Finance (Washington DC); Finance (Denver); Budget Officer; and Site Administrator.

CHAPTER SEVENTEEN – PRINTING AN AGREEMENT TRANSACTION

In order to print an agreement transaction, a user must first find the agreement transaction that they want printed using the Search feature, unless the user is already within an agreement transaction. If searched, the user reviews the search results and then clicks on the agreement number of the corresponding agreement they want printed. This action will display the agreement form in its entirety [scrollable] if the accessing user has 'read only' access to that agreement or the agreement form page 1 partially in the accessing user has edit capability. In the upper right-hand corner of the screen, there are several icons including the Print icon. Clicking on this icon will activate a print sequence that includes a pop-up window of the to-be printed agreement transaction.

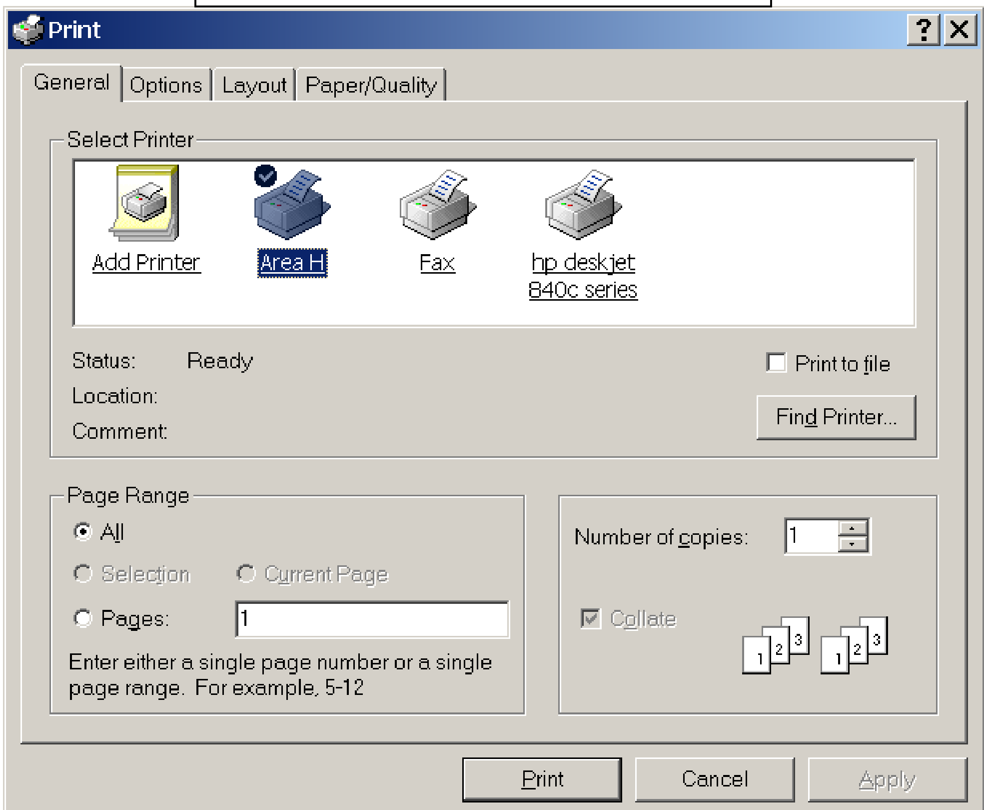


POP-UP WINDOW OF THE TO-BE-PRINTED AGREEMENT



This is followed immediately by a pop-up Print window appearing below:

POP-UP PRINT WINDOW

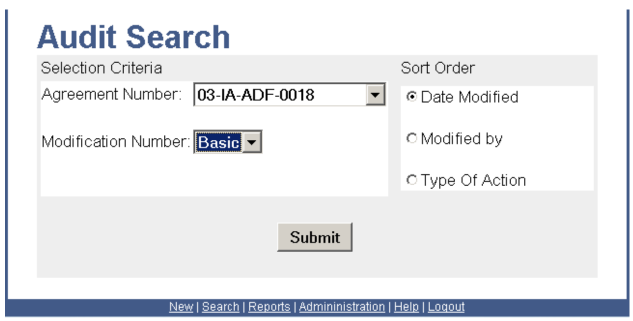


The default print page range is all and includes all pages of the agreement form including the internal form and all pages of the Statement of Work. If the user desires not to print the internal form, they should click on the Page Range ‘Pages’ choice and complete 1-2. Then if the user also wants the SOW, they should specify a range starting with 3 and ending with the last page of the SOW. Specifying any individual page will print that corresponding page, i.e., pages 1 and 2 – Agreement Form, page 3, Internal Form, page 3 and beyond, SOW.

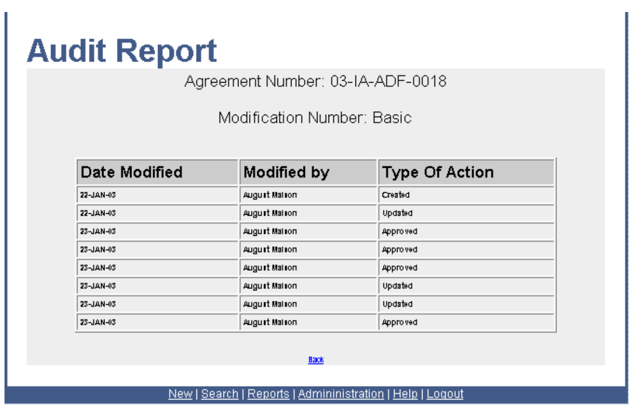
CHAPTER EIGHTEEN – REPORTS

There reports available within the system are accessible within the Reports icon. When activated, the following screen displays:

Clicking on the Audit Report results in the screen below which requires the user to input selection criteria, i.e., agreement number, modification number and sort order by date modified [default], modified by, or type of action.



Once information is input and the submit button is clicked, it results in display of the Audit Report.



The Status Report and the Cancelled Agreement Report are accessible and display in a similar format.

CHAPTER NINETEEN – ADDITIONAL ER AND RALOAD AND FFS EXCEPTION PROCESSING CONSIDERATIONS

Job Control Language and programs have been developed and tested to support the ER and RALoad programs' automated interface requirements. These jobs are executed as part of the nightly cycle processing and are monitored on a daily basis to confirm each job completes normally. When one of these jobs abnormally terminates, someone from the FFS support staff will contact the Customer Agreements System Site Administrator and a corrective action plan will be agreed upon and implemented as needs dictate.

Glossary – Acronyms and Terms

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

- A -

A 1080 Bill – A FFS term, Equals 'H' – The FFS User's guide describes this as: "This is a bill for those federal agencies not able to participate in a direct funds transfer.

A 1081 Bill – A FFS term, Equals 'J' – The FFS User's guide describes this as: "This is a bill for those federal agencies that can participate in direct funds transfers.

Action Type – Agreement Form, Block 2, required - The type of Agreement Transaction. Action Type can be New or Mod (Modification) and valid mod types are either sequential starting with the letter A or a termination mod. This value is defaulted either from the Add a new agreement page or by selecting the mod or terminate option from the Option select box on the Search screen results area. Mods or termination mods can only be created from a fully approved basic agreement or the most recently fully approved modification, i.e., has been approved by the Budget Officer.

Activity – The highest level within a Statement of Work. Each Agreement Transaction is required to have a SOW with at least one Activity and one Task within that Activity identified in order to be valid.

Activity Account – Cost account number associated or assigned to an activity.

Activity Code – An FFS term. A four-character code used to identify a valid activity. Multiple codes can point to a single activity type.

Activity Description – A meaningful description that a user creates and assigns to each and every Activity within the SOW.

Activity List – A series of activities associated with a specific agreement Statement of Work.

Activity Manager – The responsible official for the identified Activity, see Task Manager. Also, a wizard within the SOW that is accessible via an icon. It enables creation and update of each/every Activity within an SOW.

Activity Number – A numeric assignment to each/every Activity in a SOW. The first Activity within the SOW should have an Activity Code number of '1'. The second Activity within the SOW should have an Activity Code number of '2'. And so on and so forth for all remaining Activities within the SOW.

Activity Title – A meaningful title that a user creates and assigns to each and every Activity within the SOW.

AD – Assistant Director.

Add a Activity – A function that is accessible from within an agreement's Statement of Work tab accessible through the Activity Manager icon. This function enables a user to create a new activity or update an already existing activity(s) within a Statement of Work.

Add a New Agreement – A function within the application that a user accesses by clicking on the Add tab. This function enables a user privileged as a Project Supervisor to create a new agreement transaction within the system.

Add a Task – A function that is accessible from within an agreement's Statement of Work tab accessible through the Task Manager icon. This function enables a user to create a new task(s) for an existing Activity or to update an already existing task(s) within an existing Activity.

Add Note – An icon and a feature within an Agreement Transaction or as part of approving a transaction [approve, cancel, reject] that enables the user to record a Note containing a comment(s) that is indexed and becomes part of the Agreement Transaction.

Administration – One of many Navigation links within the application – Once accessed, takes the user to the system administration features. Access to features varies and depends on the privilege(s) each/every UserID is assigned.

Administrative Operations – Admin Ops – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page, Agreement Number Wizard.

Advance Flag – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either 'Yes' or 'No'. The FFS User's Guide describes what to enter as: "This field is used to determine whether or not a bill should be generated for this reimbursable agreement when the billable amount exceeds the advance amount. A value of N will allow a bill to be generated when the billable amount exceeds the advance amount. Enter Y if you wish to limit the billable amount to the advance amount. The FFS User's Guide coverage describes this as an optional field with default values as: "If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to N."

Advance Update Max – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either 'Yes' or 'No'. The FFS User's Guide describes what to enter as: "This field determines whether or not an advance against the customer agreement will increase the maximum funding amount. Enter Y if an advance against the customer agreement must increase the advance amount and the maximum funding amount in the customer agreement-related tables. A value of N will allow advances to increase only the advance amount in the customer agreement tables. This field must be N for revenue agreements. If the document action is A, use this field only if you wish to replace the value entered in the reference Customer Agreement Estimate Setup Document (ER)." The FFS User's Guide coverage describes this field as optional and the default values as: "If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to N."

Agency Abbreviation – A required 3-character field used to identify an agency. The value can be viewed and maintained by users with administrator privilege and is accessible via the Customer Organization pick from the Administration tab.

Agency Location Code – Agreement Form blocks 5d and 6d, 10 numeric characters including dashes, required - Comprised of the Federal Information Processing Standard (FIPS) 95 code [for the NBC enter 14-01] along with a unique 4 digit organizational numerical assignment [-0001]. A unique number assigned by the Department of the Treasury to federal agencies for processing Intra-Governmental Payment and Collection (IPAC) transactions.

Agreement Form – Part of the Agreement Transaction. Consists of the 2 page Agreement Form and the 1 page NBC Internal Form.

Agreement Number – Agreement Form, Block 1 – A 15 alphanumeric character, required, automatically generated, unique number assigned to each Agreement Transaction within the application. For non-Products and Services Directorates, the agreement number is formatted as nn-aaaa-aaann-nnna and consists of a 2 digit Fiscal Year followed by a 4 character Organization Code followed by a 5 character Program Code followed by a 3 digit sequence number and a 1 character modification letter, if applicable. For the Products and Services Directorate, the agreement number is formatted as nn-aa-aaa-nnnn and consists of a 2 digit Fiscal Year followed by a 2 character Kind of Agreement [IA = Inter-Agency Agreement] followed by a 3 character Customer Organization Name abbreviation followed by a 4 digit sequence number.

Agreement Revenue Source Code – NBC Internal Form Block 3 Billing Data, optional FFS User's Guide describes what to enter as: "Enter the revenue source code and sub-revenue source code that identify this revenue agreement. The revenue source code must be valid on the FFS Revenue Source Table (RSRC) and the Sub-revenue source code must be valid on the Sub-revenue Source Table (SREV). The sub-revenue source should only be entered if the sub-revenue option on the RSRC is Y. This field must be coded on a Modify action and must match the original entry agreement Revenue Source/Sub-revenue source." FFS User's Guide coverage describes requirements as: "Required for revenue agreements. Otherwise, must be blank."

Agreement Title – A meaningful title that the Creator inputs on the Add a New Agreement page when creating, copying, modifying or terminating an agreement. This field is searchable on the Search page and appears as a column when agreement search results are returned.

Agreement Transaction – For the purposes of the Customer Agreements application, is an Inter-Agency Agreement consisting of the Agreement Form [2 page Agreement Form and 1 page NBC Internal Form], Statement of Work, and Route List. A fully approved Agreement Transaction represents the terms and conditions, cost and period of performance under which the NBC will provide good(s) and/or service(s) to the identified customer.

Agreement Type – Fixed Price or Time and Materials.

All – When used in conjunction as an Agreement Transaction Status choice means all of the agreements in the system. Should always be used in conjunction with at least one other Search criterion to limit the number of results a search generates.

Alternate Approver – The name of the person assigned to be an Alternate Approval Authority for the Primary approver for a specific Route Path within the Route List of a specific Agreement Transaction.

Amount – (from SOW) – The dollar amount field within each/every activity in a statement of work.

Annually – By the year. A valid value within the Bill Cycle field used to identify how frequently a customer will be billed for product(s) and/or service(s) provided under the agreement.

Application – See also Customer Agreements System (CAS) - The Customer Agreements System used to formulate, process, archive, search and report on Inter-Agency Agreements between NBC Directorates and their customers.

Approval Authority – The level of approval(s) a user is assigned within the Route Path function. The levels of approval are: Creator; Business Line Manager [Primary - Required, Alternate & Reviewer - Optional]; Assistant Director [Primary, Alternate & Reviewer - Optional)]; Non-Signature Approver [Primary, Alternate & Reviewer – Optional]; and Budget Officer [Primary - Required, Alternate & Reviewer - Optional].

Approve – An icon and a feature within an Agreement Transaction. It permits users privileged as Creators, Non-Signature Approvers, Business Line Mangers, Assistant Directors and Budget Officers to approve Agreement Transactions during their different processing stages.

Approved by Assistant Director – An agreement Status that identifies the transaction as approved by the Primary Assistant Director [or his/her alternate if specified on the Route Path]. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Approved by Budget Officer – An agreement Status that identifies the transaction as approved by the Primary Budget Officer [or his/her alternate if specified on the Route Path]. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Approved by Business Line Manager - An agreement Status that identifies the transaction as approved by the Primary Business Line Manager [or his/her alternate if specified on the Route Path**]**. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Approved by Customer – An agreement Status that identifies the transaction as approved by the Customer. This approval occurs once the Finance Office inputs the customer added information from the mailed back agreement and answers 'Yes' to permit the transaction to be locked and routed to the Budget Officer for approval. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Assistant Director – An optional signing Route Path Approval Authority on each and every Agreement Transaction Route List and a Privilege assignment within the application. Includes the Assistant Director's of Administrative Operations, Office of Aircraft Services and Products & Services and the President of DOI University. When selected as a Route Path Approval Authority, the name of a Primary Approver is required. Selections of Alternate Approver(s) and Reviewer(s) are optional. Permits users assigned the Assistant Director privilege who have a signature image on file and who approve an Agreement Transaction as an Assistant Director [Primary or Alternate] to have the application automatically apply his/her signature image to the Agreement Form page 2 NBC Approval block.

Attach File – Feature used to add a file to accompany and be associated with a specific agreement. Used in conjunction with the Legacy input of agreements originally created and approved outside of the system to provide a mechanism to attach a scanned image of that agreement within the system.

Authority – Agreement Form Block 9, selectable and up to 100 alphanumeric characters for fill-in if other is checked, required – The statutory authority that permits the Agreement Transaction to be entered into. It can be the Economy Act, 31 USC 1535, the Working Capital Fund 43 USC 1467, 1468 and/or Other that requires the user to fill-in the authorizing legislation citation.

Awaiting Administrative Finance Approval – An agreement transaction status.

Awaiting Finance Approval – An agreement transaction status.

Awaiting My Approval – An agreement transaction status.

Awaiting Product Finance Approval – An agreement transaction status applicable only to the Product and Services directorate when a new agreement has been approved by the Business Line Manger or an on-going agreement has been approved by the Assistant Director/DOIU President but hasn't yet been certified as containing all of the customer supplied information by a user privileged as a finance office user.

Awaiting Review – An Agreement Transaction status that occurs when it has been approved by the Creator but hasn't yet been approved by the Business Line Manager [or if specified on the Route List, a non-signature Approval Authority if that Route Path is identified before the Business Line Manager]. Once approved by the Business Line Manager, the status of the Agreement Transaction becomes Approved by Business Line Manager. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

- B -

Basic – A reference to refer to an unmodified Agreement Transaction. Also, 'Basic' is a searchable value in the Modification Number box on the Search page and a displayed Search result column value under the Mod column.

Bill Agreement Amt % – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either 'Yes' or 'No'. If 'Yes', the percentage amount needs to be input. The FFS User's Guide describes what to enter as: "Enter Y if this agreement is to be billed based on the amount of the agreement rather than the amount of the distributed costs. Enter N if this agreement should be billed based on the amount of distributed costs. If Y, the percent of the agreement amount to be billed must be entered." This is an optional field in FFS and it defaults to N if it is unfilled in the application.

Bill Cycle – NBC Internal Form Block 3 Billing Data, optional – Valid list box values include monthly (M), quarterly (Q), semi-annually (S), annually (A), and end-of-job only (E). FFS User's Guide coverage describes requirements and default values as: "Required for all Bill Types other than M (manual) or N (not billed), unless a Reference Number is entered. Otherwise, not allowed. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value."

Bill Document Type – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either 'Billing Document Type 1' or 'Billing Document Type 2'. The FFS User's Guide describes what to enter as: "Enter the document type to be placed in Billing documents created by the Automatic Bill Generation program." The FFS User's Guide identifies this field as optional with no default value.

Bill End Date – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are for month, day and year. The date customer billings are scheduled to end.

Bill Obligations – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either ‘Yes’ or ‘No’. The FFS User’s Guide describes what to enter as: “Enter Y if this agreement is to be billed based on the amount of the distributed obligations in addition to project charges, expenditures, and burden. Enter N if this agreement is to be billed based on the amount of distributed project charges, expenditures, and burden only.” This is an optional field in FFS and it defaults to N if it is unfilled in the **application**.

Bill Print Flag – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either ‘Bill Print Flag 1’ or ‘Bill Print Flag 2’. The FFS User’s Guide describes what to enter as: “Enter the print flag to be placed in Billing documents created by the Automatic Bill Generation program.” The FFS User’s Guide identifies this field as optional with no default value.

Bill Start Date – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are for month, day and year. The date customer billings are scheduled to start. The FFS User’s Guide describes what to enter as: “Enter the date in which you wish to begin generating bills to the customer (MMDDYY). If the document action is A, use this field only if you wish to replace the value entered in the reference Customer Agreement Estimate Setup Document (ER).” The FFS User’s Guide identifies this field as optional with a default value as: “If the Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to N.”

Bill Text Type – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are either ‘Bill Text Type 1’ or ‘Bill Text Type 2’. The FFS User’s Guide describes what to enter as: “Enter the text type to be placed in Billing documents created by the Automatic Bill Generation program.” The FFS User’s Guide identifies this field as optional with no default value.

Bill Type – NBC Internal Form, Billing Data Block 3, required – Valid list box selections are: External Bill (E); A 1080 Bill (H); Internal Bill (I); A 1081 Bill (J); Manual Bill (M); No Bills (N); OPAC/IPAC Automatic Bill (O); OPAC/IPAC Interface Bill (Z). See the corresponding Bill Type for its definition. The FFS User's Guide coverage describes requirements and default values as: "Required unless a Reference Agreement Number is entered. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value."

Billing Provisions – Agreement Form Block 11, required – Identifies how the customer will be billed, the format of the bill and the identity of the NBC IPAC contact person if IPAC is the selected Bill Format. Scrollable list boxes for several of the entries in this block facilitate completion of this information.

Budget Officer – A required signing Route Path Approval Authority on each and every Agreement Transaction Route List and a Privilege assignment within the application. The name of a Primary Approver is required. Selections of Alternate Approver(s) and/or Reviewer(s) are optional. Permits users assigned the Budget Officer privilege who have a signature image on file and who approve an Agreement Transaction to apply their signature image to the Agreement Form page 2 NBC Budget Officer block.

Burden Rate – Also Default Burden Rate - NBC Internal Form, Billing Data Block 3, optional – The FFS User's Guide describes what to enter as: "Enter the default burden rate that should be applied to all obligations and expenditures. The rate should be entered as a percentage with three decimal places. The default burden rate entered here will be the default for all Budget Fiscal Year Project/Customer/Agreement Table (FPCA) records entered against this agreement line." The FFS User's Guide identifies this field as optional and defaults to the value entered in the document header.

Business Line Manager – A required signing Route Path Approval Authority on each and every Agreement Transaction Route List and a Privilege assignment within the application. Permits users assigned the Business Line Manager privilege who have a signature image on file and who approve an Agreement Transaction as a Business Line

Manager [Primary or Alternate] to have the application automatically apply his/her signature image to the Agreement Form page 2 NBC Approval block.

- C -

CAHT – A table in the FFS containing check document header information.

CALT – A table in the FFS containing check document line information.

CAS – Customer Agreements System

Cancel – An icon and a feature only available within a Draft Agreement Transaction. It permits users privileged as Creators that created a specific agreement to Cancel it. This action removes the agreement from their search results. The Draft agreement can be navigated to by using the Reports tab, Cancelled Agreements Report.

Collection Update Max. – NBC Internal Form, Block 3 Billing Data, optional – Valid list box selections are either 'Yes' or 'No'. The FFS User's Guide describes what to enter as: "Enter a Y if a collection against the revenue agreement should increase the collection amount and the maximum funding amount on the revenue agreement-related tables as well as the maximum billable amount on the Budget Fiscal Year Project/ Customer/Agreement Table (FPCA). Enter a C if a collection against the revenue agreement should increase the collection amount and the maximum funding amount on the customer agreement-related tables but not the maximum billable amount on the Budget Fiscal Year Project/Customer/Agreement Table (FPCA). A value of N will allow collections to increase only the collection amount on the customer agreement tables. This field must be N for non-revenue agreements.

Copy – See also Modification – Refers to the ability of a user privileged as a Creator to copy the contents of one Agreement Transaction into another Agreement Transaction. The copied transaction is automatically assigned a new Agreement Number and is in a fully editable state. This feature can be used as a short cut in constructing similar or year-to-year agreements for the same customer. The feature to copy another Agreement

Transaction is accessible from a specific agreement, from the Options column drop down box in the search results portion of the Search page.

Costing Method – NBC Internal Form, Billing Data Block 3, required – Valid list box selections are either 'No Burden' or 'Cost Plus Burden'. The FFS User's Guide describes what to enter as: "D if this customer agreement will not apply any burden amounts to obligations, expenditures or project charges. P if this is a cost plus customer agreement. For cost plus agreements, burden (or overhead) charges will be applied to all obligations and expenditures (both direct expenditures and those recorded by the project charge document)." The FFS User's Guide describes requirements and default values as: "Required unless a Reference Agreement Number is entered. If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, no default value."

Creator – Used interchangeably with the Project Supervisor. The UserID that creates the Agreement Transaction and a Privilege assignment within the application.

Customer 1 Approval Date – The date the Customer 1 Name approver signed the paper Agreement Form. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer 1 Name – The printed name of the first customer employee that signed the paper Agreement Form in Block 13a. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer 1 Title – The printed title of the first customer employee that signed the paper Agreement Form in Block 13a. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer 2 Approval Date – The date the Customer 2 Name approver signed the paper Agreement Form. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer 2 Name – The printed name of the second customer employee that signed the paper Agreement Form in Block 13a. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer 2 Title – The printed title of the second customer employee that signed the paper Agreement Form in Block 13a. This information is input into the agreement by the finance office once the customer approved/signed paper agreement is returned to the NBC.

Customer Account Number – Agreement Form Block 5f, up to 40 alphanumeric characters, required. Customer's funding account number.

Customer Agency Location Code – Agreement Form Block 5d, up to 10 numeric characters including dashes, required - Comprised of the Federal Information Processing Standard (FIPS) 95 code along with a unique 4 digit organizational numerical assignment. A unique number assigned by the Department of the Treasury to federal agencies for processing Intra-Governmental Payment and Collection (IPAC) transactions.

Customer Agreement Estimate Setup Document – ER – A specific project cost accounting document type [transaction] in the FFS. This document is used to enter agreement amounts for both reimbursable, non-reimbursable and direct agreements that are expected but are not yet part of a formal customer agreement.

Customer Agreement Setup Document – RA – A specific project cost accounting document type [transaction] in the FFS. This document is used to: enter customer agreements; approve previously entered Customer Agreement Estimate Setup documents (ERs); and establish a record for all customer agreements, including reimbursable, non-reimbursable, revenue, and direct agreements.

Customer Agreements System – See also CAS and Application - The System used to formulate, process, archive, search and report on Inter-Agency Agreements between NBC Directorates and their customers.

Customer Appropriation Code – See also Treasury Account Symbol, 10 alphanumeric characters, required – Agreement Form Block 5e. The funding appropriation provided by the customer.

Customer DUNS Number – Agreement Form Block 5h. - A 9-digit location specific code assigned to customer organizations by Dun & Bradstreet, Inc. Customers may have several assigned Data Universal Numbering System (DUNS) numbers.

Customer Information – Agreement Form Blocks 5a through 5h – Identifies the customer organization, location and other pertinent information that will be used by the NBC during performance of the Inter-Agency Agreement. Consists of Customer Organization (5a), Customer Reference Number (5b), Customer Project Coordinator (5c), Customer Agency Location Code (5d), Customer Appropriation Code/Treasury Account Symbol (5e), Customer Account Number (5f), Customer Obligating Doc./Purchase Order Form 5(g), and Customer DUNS Number (5h).

Customer Number – See also Vendor Code – NBC Internal Form Block 2, Required – The code entered by the FFS user that references the customer that is party to the Agreement Transaction. If an FFS Vendor Code hasn't yet been assigned for that customer, the Project Supervisor [agreement creator] must send a request to the finance office to set one up. Once established, the Finance Office should contact the requesting Creator to enable him/her to complete the agreement in the application so that it can be approved.

Customer Obligating Doc Number – Also Purchase Order Form, up to 30 alphanumeric characters, required – Agreement Form Block 5g. The customer's own document number.

Customer Organization – Also Customer and Customer Org Name, 4 lines, 200 alphanumeric characters, required - Agreement Form Block 5a - The organization the NBC directorate is agreeing to provide services to. The Customer Organization is identified on the Search page, Agreement Number Wizard, Agreement Form page 1 and cover letter.

Customer Project Coordinator – Agreement Form Block 5c, 4 lines, 100 alphanumeric characters, required - The person assigned the responsibility to coordinate the receipt of the good(s) and/or service(s) being provided by the NBC. Within the application, each/every Customer Project Coordinator is identified and linked to a specific Customer Organization. Name, phone, fax, and email address of the project coordinator or the customer representative responsible for coordinating and establishing the agreement.

Customer Reference Number – Agreement Form Block 5b, 30 alphanumeric characters, optional – The number the customer provides during the customer approval process. It is input by the finance office from customer supplied information provided when the agreement is mailed back to the NBC, unless that information was provided to the Project Supervisor at the time the agreement was created. If provided, this number is the one the customer will use to reference this agreement in whatever system they will use to track this agreement. Examples of how Ft. Huachuca assigns this number are: 1) A customer DARPA order would have a unique number assigned, i.e., L38900 for the basic agreement transaction, and subsequent changes would be recorded as L38901 for amendment 1; 2) An interagency agreement from the Office of the Assistant Secretary of Defense for Reserve Affairs (OASDRA) is assigned a project number of RA-2110X, the Customer Reference Number is entered as RA2110.

- D -

Description – Agreement Form Block 7, up to 1000 alphanumeric characters, required – Entries from the Statement of Work, tasks and activities, flow into this area once input via the SOW Task Manager and Activity Manager wizards. Also a field within the Statement of Work for both tasks and activities. A meaningful characterization and definition of the task or activity being described.

Directorate – Add a New Agreement screen and Agreement Form Block 6a, required selection, Established NBC Organizational sub-divisions within the application. They are listed as Administrative Operations, DOI University, Office of Aircraft Services and

Products & Services on a general level and then sub-divided into a scrollable/searchable list box on the Add a New Agreement screen.

Division – See also Directorate. Established NBC Organizational sub-divisions.

DOI University – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page, Agreement Number Wizard.

DOIU – Department of the Interior University.

Draft – A numbered Agreement Transaction within the application that hasn't yet been approved by the Creator. It may or may not yet have all of the required information necessary to actually approve it. Once approved by the Creator, the status of the Agreement Transaction becomes Awaiting Review. When used as an Agreement Transaction Status criterion, selects agreements that are in this state.

DUNS – Data Universal Numbering System.

DUNS Number – See Customer DUNS Number or NBC DUNS Number.

- E -

ER – Estimated Reimbursement – A specific document type [transaction] in the FFS.

ERLoad – A scheduled procedure that identifies all of the Agreement Transactions in the application that have become Approved by Business Line Manager [since the last time the procedure ran], and uploads selected and specific information from each/every one to enable the FFS to create an ER Document within that system.

Editable – See also Read Only - An agreement transaction state. An agreement transaction can be in an editable state or a read only state. An editable transaction achieves a read only state as soon as it is approved by the first route path approver on the route list.

Editable Agreement – An identified Route Path option. If 'No' is selected, the Agreement Transaction cannot be edited by anyone in that Route Path. If 'Yes' is selected the Agreement Transaction can be edited by anyone in that Route Path up until the time a Primary Approver [or, if identified, Alternate(s)] actually approves the transaction.

> **Notes:** The exceptions to this rule are:
>
> **1.** That as soon as the Primary [or Alternate] Business Line Manager approves the Agreement Transaction, it becomes 'Read Only' and no further editing of information already input into the transaction is editable, and
>
> **2.** An Agreement Transactions' Route List remains editable throughout the approval cycle and Finance Office privileged users can input the additional customer provided information.

End Date – Agreement Form, Block 3 - Used in completing and part of the Period of Performance. Identifies the date that good(s) and/or services provided by the NBC to the Customer are to stop being rendered unless a Modification to extend the Period of Performance of the agreement is approved or a new Basic agreement is approved to pick-up where the prior End Date was reached.

End of Job Only – At the completion of the agreement. A valid value within the Bill Cycle field used to identify how frequently a customer will be billed for product(s) and/or service(s) provided under the agreement.

Estimated Reimbursement – ER – A specific document type [transaction] in the FFS**.**

External Bill – A FFS term, Equals 'E' – The FFS User's guide describes this as: "This bill is for a customer outside the federal government.

- F -

FFS – Federal Financial System.

Finance Admin Ops – Is an NBC Organization whose offices are located in the Main Interior Building in Washington, D.C. and an organization-specific Privilege assignment within the application. It permits users assigned this privilege to input the customer-supplied information once the customer mails back their non-Products & Services, customer approved agreement and to lock the agreement and forward it for NBC Budget Officer approval.

Finance Office – A loosely defined term within the system which is taken to mean either the group within the NBC finance office located in Denver, CO or located in Washington, DC that uses and has access to the FFS and within the system the user privilege responsible to input the customer-supplied information from the mailed-back, paper agreement.

Finance Product – Is an NBC Organization whose offices are located in Denver, CO and an organization-specific Privilege assignment within the application. It permits users assigned this privilege to input the customer-supplied information once the customer mails back their Products & Services, customer approved agreement and to lock the agreement and forward it for NBC Budget Officer approval.

FIPS – Federal Information Processing Standard.

FIPS 95 – Codes for the identification of federal and federally-assisted organizations. 1400 is the Department of the Interior. See also NBC Agency Location Code.

Fiscal Year – Abbreviated FY, Agreement Form Block 4 numeric characters, Required - The U.S. Government fiscal year runs from October 1 of any given year through September 30 of the following year. Used to identify the year in which the Agreement Transaction originated and as an element in the automatically generated Agreement Number. Entered as CCYY.

For NBC Internal Use Only – Agreement Form block 13c, required – The location on the agreement form where the Budget Officer signature is applied when the agreement is approved by the budget officer.

Fund – NBC Internal Form, Billing Data Block 3, required – Valid list box selections are 'WC WORKING CAPITAL FUND (CON)', 'WC WORKING CAPITAL FUND', 'WF WORKING CAPITAL FUND (CON)', 'WH WORKING CAPITAL FUND (CTPMT)',

‘WM WCF – BUILDING RENTAL’, ‘WQ WORKING CAPITAL FUND (FT.H)’, and, ‘WX WCF BUILDING MAINTENANCE’. The FFS User’s Manual describes what to enter as: “Enter the code of the fund that is to be used to post all journal entries associated with this agreement line. If the Customer Type entered is direct, then the Fund entered must have a Direct RA Allowed Indicator of Y or R in the Project Options – Fund table (PFND).” The FFS User’s Guide identifies this field as optional with no default value.

FY – Fiscal Year.

- G -

- H -

Help – Help is a navigation tab and link within the application that when activated, provides users with information on what something is or how something is accomplished within the application.

Hours – See also Units.

- I -

Inter-Agency Agreement – See Agreement Transaction.

Internal Bill – A FFS term, Equals ‘I’ – The FFS User’s guide describes this as: “This bill is for a customer that is accounted for in the FFS installation. Instead of generating a bill (BD document), the billing program will generate an IV transaction to perform the specified billing action. The IV may represent either an internal cost transfer, a cost to the buyer and revenue to the seller, or a cost to the buyer and a reimbursement to the seller.”

Internal Bill Option – NBC Internal Form, Billing Data Block 3, optional – Valid list box selections are ‘Pro-rate’ and ‘Assign Charge Amounts’. The FFS User’s Guide describes what to enter in this field as: “This field is used only when the Bill Type indicates an internal customer (Bill Type I). Enter P in this field if the bill generation program should pro-rate amounts across the customer accounting distribution lines stored in the Customer Accounting Distribution Table (CADT) based upon the relative maximum amount indicated in each customer accounting distribution line. Enter L in this field if the bill generation program should assign charge amounts to the CADT lines on the basis of the order in which they appear in CADT (line number sequence). If the document action is A, use this field only if you wish to replace the value entered in the reference Customer Agreement Estimate Setup Document (ER)." The FFS User's Guide describes requirement and default values as: "Optional. This field can only be entered when the Bill Type indicates an internal customer. (Bill Type I). If a Reference Agreement Number is entered, this code is inferred from that document. Otherwise, defaults to the value stored in the Project Options Table (PRJO).

IPAC – Intra Payment and Collections System (Dept. of the Treasury's replacement for OPAC).

- J -

- K -

Kind of Agreement – A two-character field within the application. It is used to identify the kind of agreement each agreement is. Agreements having an IA within the Agreement Number signify they are Inter-Agency Agreements.

- L -

Legacy/Locked – A prior or current year Agreement Transaction prepared and approved outside of the application and input using this process. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Login – A navigational label as well as a function within the application that permits NBC employees possessing a valid UserID and Password combination to navigate into the secure side of the Application.

Logout – A navigational label as well as a function within the application that permits users of the Application to exit its secure side.

- M -

Manual Bill – A FFS term, Equals 'M' – The FFS User's guide describes this as: "The Automatic Bill Generation program will create SVs to liquidate advances for this customer agreement, but no bills will be generated. Bills may be entered manually and those bills will post to the appropriate Project Cost tables.

Mod – **Modification** – See also Copy, new and termination – Refers to an Agreement Transaction that changes the terms and conditions, cost and/or Period of Performance of an approved Basic, or most recent modification, Agreement Transaction. The feature to create a modification is accessible from a specific agreement, from the Options column drop down box in the search results portion of the Search page.

Modification Amount – The dollar amount of a modification.

Modification Number – A 1 character alphabetic letter assigned to each Modification processed against the Basic Agreement Transaction. The first modification against a Basic agreement is A, the second is B and so on and so forth. Modification numbers are automatically generated by the application and modification Agreement Transactions can only be created if the Basic, or the most recent modification prior to this one, is at least a Status of Approved by Budget Officer. Also, Modification Number is a searchable field on the Search page and a displayed Search result column value under the Mod column.

Monthly – by the month. A valid value within the Bill Cycle field used to identify how frequently a customer will be billed for product(s) and/or service(s) provided under the agreement.

My Agreements – Used to identify the agreements you have created, approved, or are awaiting your review/approval/action. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

My Organization Saved Lists – Saved Route Lists containing specific Route Path approvers and any optional reviewers that are routinely used to approve Agreement Transactions within an organization. Selecting a Saved List to associate to an Agreement Transaction is a quicker way to construct a Route List. Saved Lists also have the added advantage of being editable to enable Route Paths to be added, deleted and/or edited and subsequently saved for future re-use.

- N -

National Business Center – The NBC is a component of the Department of the Interior and serves as a franchise for administrative systems for budget, procurement and contracts, personnel management, finance and accounting, and other general administrative services.

NBC – National Business Center.

NBC Account Numbers – Agreement Form, Internal Form Block 1 – Task and Activity Account and cost information is drawn from the Statement of Work and displays in this area of the Agreement Form.

NBC Agency Location Code – Is 14-01-0001 - Agreement Form blocks 5d and 6d, 10 numeric characters including dashes, required - Comprised of the Federal Information Processing Standard (FIPS) 95 code [for the NBC enter 14-01] along with a unique 4 digit organizational numerical assignment [-0001]. A unique number assigned by the Department of the Treasury to federal agencies for processing Intra-Governmental Payment and Collection (IPAC) transactions.

NBC Agreement Type – Agreement Form Block 6f, required selectable item. Used to identify whether this agreement for funding purposes will be based on a 'fixed price' or on a 'time and materials' basis.

NBC Appropriation Code – Agreement Form Block 6e.

NBC DUNS Number – Agreement Form Block 6g. – A 9-digit location specific code assigned to various NBC Organizations by Dun & Bradstreet, Inc. The NBC has several assigned Data Universal Numbering System (DUNS) numbers.

NBC Information – Agreement Form Blocks 6a through 6f – Identifies the NBC Organization, location and other pertinent information that will take the lead in performing the Inter-Agency Agreement. Consists of NBC Organization [Directorate/Division] (6a), NBC Product Line (6b), NBC Project Coordinator (6c), NBC Agency Location Code (6d), NBC Appropriation Code (6e), NBC Agreement Type (6f), NBC DUNS Number (6g).

NBC Organization – also NBC Org Name – The specific organization that is either taking the lead in negotiating the agreement on behalf of the NBC and/or will provide the majority of the activities and tasks. The NBC Organization is identified on the Search page, Agreement Number Wizard, Agreement Form page 1 and **Cover Letter**.

NBC Product Line – Agreement Form Block 6b.

NBC Project Coordinator – Agreement Form 6c – The person assigned the responsibility to coordinate the delivery of the good(s) and/or service(s) to the Customer. Within the application, each/every NBC Project Coordinator is identified and linked to a specific NBC Organization. The NBC Project Coordinator may or may not be the person that creates [Creator] the agreement.

NBC Routing Approval – The period of time after an Agreement Transaction is approved by the Creator and before it is returned to the Creator for mail out to the Customer for approval. It includes the Business Line Manager review and approval Route Path processing and may include the Assistant Director review and approval Route Path processing. It also encompasses any/all optional non-signature Route Path reviews and approvals within this period that can be included in the Route List. It also includes the ERLoad process.

New – A navigational tab or link in the application that when activated permits users privileged as Creators to create or add a new agreement to the application. Also, is the initial agreement with this product line for this customer. See also Modification and termination.

No Bill – A FFS term, Equals 'N' – The FFS User's guide describes this as: "The Automatic Bill Generation program will not produce bills for this customer agreement and this customer Agreement Number will not be allowed in any billing or bill reimbursement transaction (this includes BD, CR, JV, SV, PV, DD, and NC)."

Non-Signature Approver – A Route Path Approval Authority can either be non-signature or signing. There is only one non-signing Route Path Approval Authority and it is identified as 'non-signature'. It is used in lieu of or in addition to the other signing Route Path approving authorities contained in a Route List. It can be used as a formal review in cases that requires the Primary [or Alternate] to Approve an agreement before it can move to the next approving authority on the Route List.

Note – A comment that a user creates and that is attached to a specific agreement within the application. Agreement Transactions having at least one note have an icon visual cue that appears in the Agreement Number column on the Search Results part of the Search page.

- O -

Office of Aircraft Services – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page, Agreement Number Wizard.

On-Going – Used interchangeably with 'Steady'. An Agreement Transaction that is being renewed by a customer who's NBC Directorate is Products & Services and the agreement dollar amount is within +/- 10% from last year and all of the activities in the Statement of Work are identical. Agreements meeting these rules can be approved by the Business Line Manager and do not require Assistant Director, Products & Services approval.

OPAC/IPAC Automatic Bill – A FFS term, Equals 'O' – The FFS User's guide describes this as: "The Automatic Bill Generation program will produce a Cash Receipt Document (CR) appropriate for OPAC billing."

OPAC/IPAC Interface Bill – A FFS term, Equals 'Z' – The FFS User's guide describes this as: "The Automatic Bill Generation program will produce a Billing Document (DB) with a Document Type of I."

Options – Accessible from the drop down list of each/every Agreement Number displayed in the Search results part of the Search page. Options for each agreement vary depending on whether a user created an agreement or not. Choices include Copy, Mod, Terminate and Cancel.

Other Terms and Conditions/Miscellaneous – Agreement Form Block 12, up to 500 alphanumeric characters, required – Free-form entry for any appropriate text or narrative that is not addressed elsewhere in this document or in attachments to this document.

- P -

Password – Used in conjunction with a UserID to permit a user to access the secure side of the Customer Agreements application. Passwords are initially assigned by the System Administrator and subsequently maintained by each individual UserID and/or users assigned Site Administrator or **Super User** privilege.

Period of Performance – Agreement Form, Block 3, all numeric, required – The Start Date and End Date during which good(s) and/or service(s) under this agreement can be rendered to the customer. Dates when the support will begin and date when the support will end. Enter as MMDDCCYY.

Primary Approver – The name of the person assigned to be the Primary Approver for a specific Route Path within the Route List of a specific Agreement Transaction.

Print – An icon and a feature within the application used to print a copy of the agreement in its present state. The print feature prints a paper copy of the entire Agreement

Transaction, consisting of the Agreement Form including the NBC Internal Form and the Statement of Work. The user should always check their browser's Print settings and adjust them as required to ensure the agreement prints out in the best manner possible.

Privileges – Are assigned to each UserID and permit each/every user to perform certain functions within the application. The universe of Privilege assignments that can be made by the Site Administrator include: Site Administrator; IPAC; **Super User**; Assistant Director; Business Line Manager; Creator; Finance Admin Ops; Finance Product; and Budget Officer.

Product Line – Agreement Form block 6b, 10 alphanumeric characters, required - The Name/acronym of the NBC Product/Business line. Also, a subdivision of the Business Lines as identified by the Indirect Cost Team.

Products and Services – An NBC Directorate. A directorate choice contained in the scrollable list box on the Add a New Agreement page, Agreement Number Wizard.

Project Coordinator – Agreement Form Blocks 5c and 6c, 4 lines 100 characters, required - The Customer and/or NBC coordinator for the agreement and in most cases is the person creating the Agreement Transaction. See also Creator.

Project Supervisor – An author or creator of an Agreement Transaction. The Creator is a Privilege assignment within the application. It permits users to Approve or Cancel the agreements they create. Creator approved agreements enter the Route List for NBC approval processing.

PS – Project Supervisor.

Purchase Order Form – Also Customer Obligating Document – Agreement Form Block 5g.

Purpose of Agreement – Agreement Form Block 8, 2000 alphanumeric characters, required – A general narrative statement defining the terms and conditions of the agreement between the customer and the NBC. A description of what the agreement is supposed to accomplish. The purpose of the agreement is summary in content while the statement of work is detailed.

- Q -

Quarterly – Three-month interval. A valid value within the Bill Cycle field used to identify how frequently a customer will be billed for product(s) and/or service(s) provided under the agreement.

- R -

RA – Customer Agreement Setup Document – A specific document [transaction] in the FFS that contains many fields of data.

RALoad – A scheduled procedure that identifies all of the Agreement Transactions in the application that have become Approved by Business Line Manager [since the last time the procedure ran], and uploads selected and specific information from each/every one to enable the FFS to create an ER Document within that system.

Read Only – See also editable. An agreement transaction state. An agreement transaction can be in an editable state or a read only state. An editable transaction achieves a read only state as soon as it is approved by the first route path approver on the route list.

Reimbursable – Payment is expected for expenses associated with delivering products(s) and/or rendering service(s) under the agreement.

Reject – Primary [and Alternate] Route Path approving authorities on a Route List can either approve or reject an Agreement Transaction. If any Route Path Approval Authority rejects an agreement, it is returned to the Creator for action. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Reports – A navigational tab accessible from within the Login portion of the application. Permits users to select and generate reports about specific Agreement Transactions.

Required – Denoted by a single red asterisk [*] adjacent to field input boxes. A value or piece of information that must be input in order for an agreement transaction to be able to be routed for approval processing.

Revenue – monies collected and paid in exchange for product(s) delivered and/or service(s) rendered under an agreement.

Reviewer – Route Path Identity – Is one or more than one person identified by name that can review the Agreement Transaction for a specific Route Path Approval Authority. They can either approve or reject the Agreement Transaction and that approval or rejection is for informational purposes only. A reviewer can provide a comment in the form of a Note that is attached to the transaction and can be accessed by other users.

Routable Transaction – All required fields on the Agreement Form and SOW are valid/complete. The Agreement Transaction's status is Draft. The PLM has neither completed the Route List nor approved the transaction.

Route List – A list of individual Route Path approvers and reviewer(s) [optional] assigned to approve [and review] the agreement.

Route Path – A named individual(s) identified to approve and review [optional] the agreement for the assigned Approval Authority.

Routing – The process of identifying the specific Route Path approvers and reviewer(s) [optional] assigned to approve [and review] the agreement.

- S -

Search – A navigation tab and link within the application that when selected takes a user to the Customer Agreement Search page. Here various criteria can be mixed and matched and queries submitted to locate the Agreement Transaction a user wants.

Semi-Annually – By the half year. A valid value within the Bill Cycle field used to identify how frequently a customer will be billed for product(s) and/or service(s) provided under the agreement.

Signing – An implied feature that permits named people/UserID's to have specific Route Path approving authority to have their signature image affixed to an agreement when/if they approve it. There are three signing Route Path Approval Authorities. They are identified as Business Line Manager, Assistant Director and Budget Officer.

Site Administrator – Selected NBC employee(s) from each Directorate familiar with how to use the Customer Agreements application, the Inter-Agency Agreement process and related NBC procedures and policy, that have the Site Administrator privilege. The functions Site Administrators perform include: registering users in the application; assigning and maintaining user privileges; training users in how to use the application to do what they need to do; answering questions during production use of the application; adding/updating reference table information within the application, (e.g. Customer and NBC Organization information); rejecting an agreement transaction when an agreement creator requests it, and contacting the Customer Agreements Application Help Desk with unresolved difficulties experienced during operational use of the application as well as enhancement requests.

SOW – Statement of Work.

Start Date – Agreement Form, Block 3 – Used in completing and part of the Period of Performance. Identifies the date that good(s) and/or services provided by the NBC to the Customer are to begin.

Statement of Work – To be valid, contains at least one identified and described Activity and one identified and described Task that supports that Activity. May contain multiple Activities and/or Tasks. Used to describe the work that will be performed and the corresponding costs that will be incurred. Is a required element that needs to be completed before the Creator can approve the Agreement Transaction for NBC Routing Approval.

Status – The state of an Agreement Transaction at any given point in time. Valid statuses, in approved processing order include: All; Draft; Awaiting Review; Approved by Business Line Manager; Approved by Assistant Director; Transmitted ER Document to FFS; Approved by Budget Officer; Transmitted RA Document to FFS. Other statuses include: Approved by Customer; Rejected; Awaiting My Approval; Awaiting Finance Approval; Awaiting Administrative Finance Approval; Awaiting Product Finance Approval; My Agreements; and Legacy/Locked.

Steady – Used interchangeably with 'On-Going'. An Agreement Transaction that is being renewed by a customer who's NBC Directorate is Products & Services and the agreement dollar amount is within +/- 10% from last year and all of the activities in the Statement of Work are identical. Agreements meeting these rules can be approved by the Business Line Manager and do not require Assistant Director, Products & Services approval.

- T -

Task – A specific piece of work related to the end product or service of an Activity. Subordinate level to each/every Activity within a Statement of Work. Each Agreement Transaction is required to have a SOW with at least one Activity and one Task within that Activity identified in order to be valid.

Task Code – An alphabetic letter assignment to each/every task in a SOW. The first task within the SOW should have a Task Code letter of 'A'. The second Activity within the SOW should have a Task Code letter of 'B'. And so on and so forth for all remaining Activities within the SOW.

Task List – A series of tasks associated with an Activity. Appears at the bottom of both the Add a Task and Update a Task screens.

Task Manager – The responsible official for the identified Task, see Activity Manager. Also, a wizard within the SOW that is accessible via an icon. It enables creation and update of each/every Task within an SOW.

Terminate – One of a series of drop down box options selectable from the Options column on the results part of the Search page. It permits the user to create a termination modification for the specific corresponding Agreement Number selected. See also new and modification.

Termination Provisions – Agreement Form Block 10, required – Identifies the terms to follow to terminate the Agreement Transaction prior to the end performance date. A scrollable list box provides a list of pre-defined selections.

This Directorate's Saved Lists – Saved Route Lists containing specific Route Path approvers and any optional reviewers that are routinely used to approve Agreement Transactions within an organization. Selecting a Saved List to associate to an Agreement Transaction is a quicker way to construct a Route List. Saved Lists also have the added advantage of being editable to enable Route Paths to be added, deleted and/or edited and subsequently saved for future re-use.

Title – Within the Statement of Work – Describes in a meaningful way what a Task or Activity is.

Transmitted ER Document to FFS – An Agreement Transaction within the application that is approved by the Primary Business Line Manager [or his/her alternate if specified on the Route Path] that is selected for ERLoad processing. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Transmitted RA Document to FFS – An Agreement Transaction within the application that is approved by the Primary Budget Officer [or his/her alternate if specified on the Route Path] that is selected for RALoad processing. When used as an Agreement Transaction status Search criterion, selects agreements that are in this state.

Treasury Account Symbol – Also Customer Appropriation Code.

- U -

Units – See also Hours.

UserID – Is a user's NBC assigned email address. Used in conjunction with a password to access the secure side of the Customer Agreements application.

- V -

Vendor Code – See also Customer Number – NBC Internal Form Block 2, Required – The code entered by the FFS user to reference the customer that is party to the Agreement Transaction. If an FFS Vendor Code hasn't yet been assigned for that customer, the Project Supervisor [agreement creator] must send a request to the finance office to set one up. Once established, the finance office should contact the requesting Creator to enable him/her to complete the agreement in the application so that it can be approved.

- W -

- X -

- Y -

- Z -